

## **Intercultural Trainer Academy 2019 General Terms and Conditions**

### **Participation conditions**

Only fully completed registration forms will be accepted. The registration will only be confirmed upon receipt of payment in full. Please ensure that the full tuition fee is received in our account. Please be aware that banks both in the country of origin and destination of the transfer usually charge international transfer commission which need to be covered by participants.

Once the maximum capacity of participants is reached, the organizers reserve the right to refuse any further registrations.

### **Cancellation Policy**

Notification of cancellation must be made in writing via email to the organizers. The notification must include all the relevant information regarding the bank account to which the refund will be remitted. Registrants are responsible for cancelling their own travel reservations. The organizers do not accept liability for travel costs.

### **Cancellation Fees**

If the written notification of cancellation is received by July 1, 2019, 75% of the course fees received for the Intercultural Trainer Academy will be reimbursed.

We regret that no refunds will be made for cancellations after July 1, 2019. Refund requests will only be processed after the Intercultural Trainer Academy.

### **Cancellation of the Intercultural Trainer Academy**

The event may be postponed, cancelled, or downsized due to extreme weather, industrial action, acts of God or any event beyond the control of the organizers. In the case of postponing, cancelling or downsizing the Intercultural Trainer Academy the organizers will immediately inform all the registrants by email. In case of cancelling the Intercultural Trainer Academy the registrants are entitled to a full refund of the paid registrations fees.

The organizers cannot be held responsible for any cost, damage or expenses which may be incurred by the registrant as a consequence of the event being postponed, cancelled, or downsized.

### **Modification of the Program**

The Intercultural Trainer Academy organizers reserve the right to modify the program. We shall strive to organize the Intercultural Trainer Academy as published but the scheduled lecturer and trainers cannot be guaranteed.

### **Liability and insurance**

The organizers will not assume any responsibility whatsoever for any damage or injury to persons or property during the Intercultural Trainer Academy. Participants are strongly encouraged to arrange personal travel and health insurance during their stay in Hamburg.

### **Information on online dispute resolution**

The European Commission has created an internet platform for online dispute resolution. The platform is a contact point for extrajudicial settlements of disputes regarding contractual obligations arising from online purchase agreements. Customers can reach the platform on:

<http://ec.europa.eu/consumers/odr/>.