



Terms and Conditions for Public Training Courses

Preface	<p>These terms and conditions govern the rights and obligations of users and customers in connection with public training courses and related services offered by the company Quality-Coach.ch, Jörg Hau (hereafter "Quality-Coach.ch").</p> <p>These conditions are mandatory and binding. They cannot be overridden by other conditions such as customer's purchasing conditions, purchase orders or the like.</p> <p>By registering to our courses, you agree to accept these conditions in their entirety.</p>
Registration	<p>Registrations are considered in order of arrival.</p> <p>We will confirm registration to the e-mail address that you indicate upon registration. If you do not receive this e-mail within two working days, please get in touch with us. All correspondence is done via e-mail, including confirmation and invoicing.</p>
Fees and Payment	<p>Payment for public courses is due in advance. We usually expect full payment within 10 days of the invoice date.</p> <p>All prices on our website are indicated without VAT. Training courses in Switzerland are usually exempt from VAT (VAT Act RS 641.20, Art 21 section 11). Other services may be subject to VAT.</p> <p>The prices of our public courses usually include the participant's documents in hard copy, all coffee breaks and lunch. Not included are special requests on behalf of the customer, such as the processing of <i>Supplier Registration Forms</i> or of different payment terms. Processing such requests is billed at 250 CHF per hour (+VAT), with a minimum of 1 h.</p>
Our obligations	<p>Quality-Coach.ch agrees:</p> <ul style="list-style-type: none">• To meet or exceed the mutually agreed learning objectives.• To commit that the participant can benefit from the course to the best extent.• To be responsive to the individual participant and to align the training wherever possible, so that the expected learning is achieved.• To respect confidentiality and discretion towards third parties.
Your obligations	<p>The customer agrees:</p> <ul style="list-style-type: none">• Not to reproduce any of the course material in any way, unless explicit written consent is given by Quality-Coach.ch.• To pay the entirety of the invoice in due time (see "Payment" above).• In case of rescheduling or cancellation (by the client) after course confirmation, to pay the following fees: Cancellation received up to 31 days prior to the start of the course: 25% of the course fee; cancellation received 30 to 15 days prior to the start of the course: 50% of the course fee; cancellation received 14 days or less prior to the start of the course: 100% of the course fee. Rescheduling less than 14 days prior to the start of the course: 175 CHF plus all incurred third-party fees; rescheduling is possible only once. – Replacement participants are accepted free of charge.
Unusual circumstances	<p>Quality-Coach.ch reserves the right to modify, postpone or cancel a course due to unusual circumstances (such as illness of the trainer, lack of participants, <i>force majeure</i> etc). We shall inform you immediately and book you on the next available course. If postponing is not acceptable to you, you must inform us immediately.</p>
Privacy	<p>Your personal data are safe with us. The full text of our data protection and privacy policy is available on www.quality-coach.ch > Terms of Use and Privacy.</p>
Questions?	<p>Should you have any questions, please do not hesitate to contact us (in English, French or German). We are here to serve you.</p> <p>Place of jurisdiction is CH-1188 St-George, VD, Switzerland.</p>