

THE GENERAL TERMS AND CONDITIONS OF VZW NEDWORK

THE GENERAL TERMS AND CONDITIONS ARE AN INTEGRAL PART OF THE CONTRACTS AND CAN ONLY BE CHANGED IN WRITING.

Art. 1 All our sales and services are exclusively governed by the following general terms and conditions. These general terms and conditions take precedence without precedence over the conditions of the customer. Deviations from our general terms and conditions are only valid if they have been made in writing and agreed. The possible legal nullity of one or more of our general terms and conditions shall in no way affect the legal validity of the remaining terms and conditions.

Art. 2 The services of VZW NEDWORK (hereafter: the VZW) aim to provide information and training to the participant, for example by organising training courses, hereafter referred to as "seminar(s)". Each registration by the client must be made electronically or in writing. Telephone registrations will not be accepted. The agreement between the VZW and the client shall only come into effect established after written or electronic confirmation of the agreement.

Art. 3 Registered participants may always be replaced by a colleague. Changing the registration details for a particular seminar (and in particular to be replaced) will be made free of charge if this is done at least two working days before the seminar in writing or electronically. Subsequent changes may incur an administration fee of €20. Changes do not affect the obligations of the original registrant/participant in case problems arise regarding payment of the invoice. Cancellation of a registration must be requested in writing or electronically. Cancellations will be accepted free of charge up to 5 weeks before the date of the seminar in question. If the cancellation is within 5 weeks before the date of the seminar in question, the participant will receive a voucher with the value of 50% of the original registration fee for a subsequent course/event. Refund will consequently NOT be paid.

Art. 4 The VZW will take all reasonable measures in order for all seminars to take place. In the event of force majeure the VZW may cancel the seminars, change the content, date(s) or location. Force majeure means all unforeseen circumstances as a result of which compliance with the agreement can no longer reasonably be required from us. The VZW is entitled to change the speaker(s), if the VZW believes that this is for the execution and quality of the seminar necessary. If an event cannot take place, it will be moved to a later date or the participant will receive a voucher for a subsequent activity.

COVID19 disclaimer: All necessary measures will be taken to comply with the regulations imposed by the local authorities, official health authorities and the organisation, in order to ensure the safety of participants and employees.

Art. 5 The liability we may incur as a result of the non-performance of an obligation under the agreement entered by us results into an efforts obligation and is determined as follows: a) we are liable only in the event of gross negligence and/or wilful misconduct. b) we can in no way be held liable for the (in)direct damage which could result from consulting or using the information offered at the seminar. c) we also cannot bear any liability for:

- any possible indirect damage suffered by the customer pursuant to the non-performance of the agreement, such as for example financial or economic loss, loss of profit, increase in general costs, disruption of the planning, loss of customers, damage to reputation ...
- damage that the customer would suffer as a result of claims of third parties. d) if our liability is withheld, we are only obliged to replace the seminar and, if this is not possible, to refund the registration fee.

Art. 6 Subject to legal exceptions, the content and documentation of a seminar may not, in whole or in part, reproduced, translated, adapted or stored in any form or by any means, nor the content and documentation of a seminar may not, in whole or in part, be communicated or transmitted to the public in any form or by any means (such as, but not limited to, electronic and mechanical means) without prior and written consent of the entitled party or the VZW.

Art. 7 The agreements are subject to Belgian law. Any disputes, which may arise between the parties concerning the validity interpretation or execution of this agreement will be settled as far as possible amicably. In the absence of amicable settlement the parties agree that only the courts of the judicial canton, respectively district jurisdiction where the VZW has its registered office.