

# General terms and conditions of sale events and training

## I. General terms and conditions

1. These general terms and conditions are part of the consultancy agreements and/or the subscription agreements and/or the agreements for seminars / training and events concluded by and between the private limited company EBP (hereinafter in short: EBP), on the one hand, and the customer, on the other hand, even in the event that they are at odds with the general or special terms and conditions of the latter. Deviations from these terms and conditions are only valid if they were confirmed in writing by EBP to the customer. These special terms and conditions are supplemented with the general terms and conditions for the subscription agreements and the agreements for seminars / training or events.
2. Any and all invoices are payable in cash at the corporate seat of EBP. In case of non-payment of an invoice on the due date, it shall by operation of law and without a notice of default be subject to an interest rate of 1.5% per month. Moreover, the amount shall by operation of law and without a notice of default be increased by 10%, with a minimum of €60.00, on account of fixed stipulated compensation.
3. The agreements are subject to Belgian law. In case of a dispute between the parties, the District Courts and the Courts of Appeal in Brussels (Belgium) shall have exclusive jurisdiction.
4. During the performance of its consultancy services and/or the services as stipulated in the subscription agreement EBP shall be subject to a best efforts obligation. Its liability shall always be limited to the amount that was invoiced to the customer for the relevant services.
5. Each and every complaint in connection with an invoice must be reported in writing within 8 days after the despatch of the invoice, failing which the invoice is deemed to have been accepted.

## II. Special terms and conditions applicable to participation in seminars / training and events

Each and every participant receives a confirmation with all information about the practical organisation of the training / seminar and an invoice. The cancellation of participation in a training must be reported in writing (by facsimile on the number 02/425 85 58, by post or by email to the address [seminars@ebp.be](mailto:seminars@ebp.be)).

In case of cancellation at least 5 working days prior to the date of the training, the invoice for the cancelled training shall remain due and payable, however the participant shall have the possibility of registering for a training of equal value at a later date;

In case of cancellation later than 5 working days prior to the date of the training, however still prior to the date of the training, the invoice for the cancelled training shall remain due and payable, however the participant is entitled to register for a training at a later date in respect of which they shall then enjoy a discount of 50% of the initial price (cannot be used in combination with other discounts);

A participant who is, for any reason whatsoever, absent at the training, without having reported this in writing, shall be required to pay the invoice for the training for which they registered, and they shall by no means be entitled to special re-registration conditions; In case of cancellation of the training by the organisers, the participant shall have the option of registering for a similar training of EBP free of charge and on the basis of the same terms and conditions or of requesting a refund.

Cancellation in case of events: up to 4 weeks prior to the start of the conference you can cancel free of charge (exclusively in writing). In case of cancellation between 4 and 2 weeks prior to the start of the conference you are liable to pay 50% of the registration fee. In case of cancellation within 2 weeks prior to the start of the conference you are liable to pay the full registration fee. Your place can always be taken by a replacement.

## III. Personal data protection

The personal data collected above by the company EBP B.V. are part of the data processing of the registration of the customer for a training and/or event of EBP. The said information is necessary to process the request of the customer and to keep the customer informed of any and all services of EBP. The data of the customer are stored in our customer database. EBP B.V., or any other company of the Infopro Digital group, can send proposals to the customer for similar services.

In conformity with the present legislation, the customer is entitled to information, correction or erasure in respect of their data. To rely on the said right, the customer can contact EBP in writing via the following address: EBP - GDPR Department - Burg. E. Demunterlaan, 3 Box 6, 1090 Brussels or by email to [gdpr@ebp.be](mailto:gdpr@ebp.be)

