

# Conditions of participation

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The participation fee is payable at the latest on the payment due date on the invoice.

## 2 Withdrawal

You can withdraw from participating in a training course at the latest 28 days prior to course commencement free of charge. Please communicate this in writing (fax or e-mail). In case of cancellation after this date, we will charge a cancellation fee of EUR 100.00 (excl. VAT) per workshop day and EUR 50.00 (excl. VAT) per certification.

We offer you the option of a free transfer to another participant, provided that this is communicated to us in writing (fax or e-mail) at least one day before the beginning of the training.

For events where the transfer of the LANCOM devices used in the workshop is included in the price, the following rules apply in addition:

In the case of a cancellation, the participant has no entitlement to the device that was to be included in course participation. The price of the event will be reimbursed minus the due cancellation fee.

## 3 Withdrawal in cases of free participation

If you are entitled to free participation in a workshop or certification, you can withdraw at the latest 28 days prior to course commencement free of charge. Please communicate this in writing (fax or e-mail). Later cancellation shall incur a processing fee of Euro 50.00 plus VAT.

## 4 Cancellation of training courses by LANCOM

Please understand that we may have to cancel courses should the trainer become unavailable or if the number of participants is too low. We will always endeavor to inform you of this as soon as possible. Should we be forced to cancel a training course, any participation fees paid will be refunded to you immediately. Further claims are excluded.

## 5 Catering

Catering such as midday meals and drinks will be supplied during the event.

## 6 Hotel reservations

We have special conditions at a number of hotels, and you are welcome to benefit from these. The e-mail confirming your registration will contain all relevant information.

Please be aware that some of the hotels stop offering the special condition offer some weeks before the workshop starts.

**General terms of participation and payment. Valid from February 1st, 2020**

## 7 Other information

When we send you the confirmation of reservation, you will also receive information about the venue and the course schedule. Subsequent changes will be communicated to you as soon as possible.

## 8 Course materials

Course materials will be provided to you during the training course. These documents are not provided in advance. As far as possible, the documents will be made available electronically.

## 9 Copyright

Any documents which are distributed are subject to copyright law and may not be copied, in full or in part, without written permission from LANCOM Systems GmbH. Scripts are made available exclusively to course participants. This provision shall also apply to electronically provided documents.

## 10 Certificate of attendance

You will be issued with a certificate to document your course attendance. This will be provided to the participant soon after the end of the event.

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