

**TERMS AND CONDITIONS OF PARTICIPATION  
FOR THE LANACADEMY**

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## § 1 CONTRACT CONCLUSION

The presentation of the services in the webshop does not constitute a legally binding offer, but is an invitation to submit an offer (invitatio ad offerendum).

In the webshop you can add the trainings and services you would like to purchase to your shopping cart by clicking on the button. To place an order, you must log in with your user account. From there you will be guided through the rest of the ordering process. In the last step of the checkout process, you can review all the contents of the current purchase as well as the terms and conditions applicable to the services. Until you place your order by clicking on the button "book now with obligation to pay", you can correct input errors in the contents of your shopping cart or cancel the ordering process as follows:

- You can change the quantity of items in your cart by adjusting the desired quantity.
- You can remove items from your shopping cart by clicking the "trash can" icon by the corresponding item.
- You can cancel the order process by closing the browser window or by clicking the "shopping cart" button and removing all items.

By clicking the button "book now with obligation to pay" in the last step of the ordering process, you make a binding offer to purchase the products and services listed in the order overview. Immediately after submitting the purchase offer by clicking on the button "book now with obligation to pay", you will see either a purchase confirmation or an error message on the webshop page (meaning your purchase offer was not accepted). A contract between you and LANCOM is concluded (i) as soon as LANCOM accepts your offer to purchase by displaying a purchase confirmation in the webshop, (ii) upon provision of or access to the respective service, or (iii) with a separate e-mail containing an express purchase confirmation (depending on what happens first). If you see a website with an explicit error message, no contract has been concluded. In such a case, you can contact LANCOM for further assistance.

In addition, [the general terms and conditions](#) and the [data privacy policy](#) of LANCOM apply.

## **§ 2 WITHDRAWAL**

You can cancel your participation free of charge up to 14 days before the start of the training or examination at the latest. This must be done in writing (e-mail is sufficient). 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. Before the start of the training, we offer you the possibility of a free rebooking to another participant. Please let us know the name and contact details of the new participant in time. For events where the provision of the LANCOM devices used in the workshop is part of the price, the following additional regulations apply: in the case of a cancellation, the participant has no entitlement to the device that was to be included in course participation.

For web-based trainings, the cancellation option expires with starting the training.

## **§ 3 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.

## **§ 4 CATERING**

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

## **§ 5 HOTEL RESERVATIONS**

We have arranged special conditions with some hotels, from which you are welcome to benefit. You will find the corresponding information in your registration confirmation email. Please note that in the event of cancellation of the event by LANCOM Systems GmbH, no costs for any hotel rooms booked will be covered or refunded.

## **§ 6 FURTHER INFORMATION**

Together with the registration confirmation, we will send you further information about the venue and the time schedule of the training course. Subsequent changes will be communicated to you as soon as possible.

**§ 7 ACCOMPANYING WORKING DOCUMENTS**

We will provide you - during the training - with accompanying working documents. There is no entitlement to early provision. As far as possible, the documents will be provided electronically.

**§ 8 COPYRIGHT**

The working documents issued are protected by copyright and may not be reproduced or passed on - not even in part - without the written consent of LANCOM Systems GmbH. We make the scripts available exclusively to our participants. This regulation also applies to documents provided electronically.

**§ 9 CERTIFICATE OF PARTICIPATION**

If you successfully pass the certification, our system will provide you with a corresponding certificate. For workshops without integrated certification, you will receive a proof of participation automatically generated by the system after completion. In the event that you do not take or pass the exam, a proof of participation can be requested from the LANCOM