



ARLA Seminars: Effective Terms & Conditions / Vers. 2.01

These are the only **TERMS & CONDITIONS** which are effective concerning the attendance of ARLA or ARLA-RBTS seminars. **ARLA is the organizer of these seminars.** All payments and correspondences are directed to ARLA only. Once having registered and received ARLA's confirmation (acknowledgement) the attendee accepts these conditions. Please read the following items carefully:

1.

The **registration fee (seminar price)** as mentioned in ARLA's confirmation / acknowledgement / invoice include the following items:

- **participation of 1 attendee**
- **1 set of literature (as a folder)**
- **beverages during the breaks (in the morning & afternoon per registered full day)**
- **1 lunch per registered full day**

ARLA is not responsible and will not pay any charges for the accommodation or the travel of the attendee. All bookings for the accommodation and travel must be done by the attendee only.

The attendee must be a registered company. If the attendee registers for the seminar as a "private person", ARLA has to know that in advance due to modified tax regulations which will be incorporated in the invoice. The payment conditions for private persons are always: 100 % payable in advance before the seminar starts.

2.

There are **important tax informations**. German participants or private participants should notice: 19 % German VAT (value added tax) is NOT included in the mentioned prices. Therefore these participants are charged with the mentioned seminar price **PLUS 19 % VAT**. **All other participants registered through companies/corporations outside Germany must know that the "recipient of the service" (i.e. the attending company) "is liable for any taxes (VAT = value added taxes) according to the reverse charge mechanism".**



3.

The **registration fee (seminar price)** must be paid as invoiced and 20 business days (4 weeks) at the latest before the first day of the seminar starts. Business days as mentioned in these terms & conditions are: Monday, Tuesday, Wednesday, Thursday, Friday. The payment must be to the full currency amount excluding bank charges and exchange charges, as shown on the registration and booking forms (confirmation letter, acknowledgement) and according to the invoice.

If – due to special conditions – another final payment date has been agreed, this date will be explicitly shown on the invoice and/or on a separate document (confirmation). In case of large corporation policies, a payment after the seminar may be exceptionally possible, however, only with a maximum delay of 14 days after the last day of the event; this special agreement is only an exception and must be communicated with ARLA in advance before the seminar starts (after 5 business days at the latest having received ARLA's confirmation letter and/or acknowledgement and/or invoice).

Often ARLA offers special conditions for **early (advance) registrations**. If the attendee pays the registration fee early ("early" usually means within 14-30 days after having received the invoice and 8 weeks BEFORE the seminar starts at the latest), ARLA may grant special conditions (e.g. vouchers, any additional service free of charge); please ask for these conditions if they are not explicitly mentioned in the seminar documentation or in ARLA's confirmation letter.

4.

Due to limited space at the seminar location, it is suggested you **register early to ensure participation**. An attendee will not be considered as registered unless his fees are paid in full.

Please notice the following important **cancellation policy**. Cancellations must be done in writing (by Email, by Fax, by letter).

4.1

Cancellations in writing received 30 business days (= 6 weeks) at the latest before the seminar starts (i.e. before the first official seminar day) will be refunded to the full amount of payment received.

4.2

A refund less 15% administration charge will be made if cancellation is received in writing 10 business days (= 2 weeks) at the latest before the seminar starts.

4.3

A refund less 50% administration charge will be made if cancellation is received in writing 5 business days (1 week) at the latest before the seminar starts. **No cancellations or refunds will be accepted after this date; in other words, any cancellation which ARLA receives 4 business days or less before the seminar starts will be rejected and ignored → THERE WILL BE NO REFUND IN THIS CASE.**



4.4

General agreement concerning any cancellation/substitution initiated by the attendee:

Substitutes may be registered at any time up to the start date of the seminar; please inform ARLA promptly to support the organization accordingly. On request, ARLA may hold a **rain check credit** towards a future course.

4.5

General agreement concerning any cancellation initiated by ARLA:

Registered attendees will be notified no later than FOUR (4) weeks prior to the seminar start date of a cancellation of the seminar.

5.

ARLA reserves the right to modify the seminar content, instructors (presenters) or seminar dates.

ARLA reserves the right to refuse participation of delegates at the seminar without assigning any reason therefore.

ARLA accepts no responsibility for the claims and accuracy of technical content of printed papers or spoken work by the author(s) and presenter(s) of papers, or any other claims made by attending corporations or personnel at this seminar.

ARLA will accept no responsibility for the safety and security of persons or their property whilst attending this seminar. The organizer, sponsors, agents, managers, or representatives will accept no claim for refund or damages or other type of claim for persons attending or participating at this seminar.

These conditions are deemed to be accepted by any person or corporation having filled in and/or signed the booking and registration form issued by ARLA or using their own order or registration documentation to be receivable by ARLA for this event. Confirmation of registration issued by ARLA is issued only on the understanding that applications and participations at the seminar are accepted on these conditions.

Wipperfuert, 6th January 2012

ARLA Maschinentchnik GmbH

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Managing Director

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