



GRAPHIC HUNTERS

**General terms and conditions**

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### 1. Application

The terms and conditions apply to all agreements between Graphic Hunters and the client / participant regarding a training. Deviations on these conditions are only possible if they have been confirmed in writing by Graphic Hunters.

In these conditions:

- Client / participant is the (legal) person who subscribes for a training organized by Graphic Hunters.
- Session or training: a meeting (online or on location) where several clients (participants) come together with the purpose to learn about data visualisation.

### 2. Privacy

All information provided by clients and / or participants is confidential for Graphic Hunters, its employees and trainers. Examples are confidentiality statements regarding sensitive business information, business situations, work processes, customer groups, strategies.

### 3. Rates

The training rates mentioned on the website are often including training materials (hand-outs or slides), coffee / tea and lunch, and excluding books (unless explicitly mentioned otherwise).

Graphic Hunters is registered at [www.CRKBO.nl](http://www.CRKBO.nl). All rates are exempted from VAT. Training rates are valid until expiration date.

### 4. Registration for a training

Registration is only possible through the registration form on the website. If you register via the registration form, please fill in all the information that is requested. Graphic Hunters will send (within two working days) a confirmation by mail.

By registering, the participant is obliged to pay the training rate as stated on the website.

Graphic Hunters is entitled to cancel the training in case there aren't enough participants. In that case, registered participants will receive a notification no later than 2 weeks before the start of the training. All obligations will then expire. Obviously, when a training is cancelled on the initiative of Graphic Hunters no costs are charged.

Graphic Hunters will do everything that is possible for the training to take place, but reserves the right to cancel the training at any time.

Graphic Hunters is not responsible for any costs that participants have made as a result of cancellation (or postponing) of the training.

### 5. Payment conditions

Payment takes place via bank transfer, no later than 20 days after the date of the invoice. The full training rate must be paid on bank account number NL09 ASNB 0267 1802 25.

Default of payment occurs when the cost for a training are not paid before or on the due date. In case of default of payment all costs plus the statutory interest need to be paid by the participant.

### 6. Cancellation policy

Up to six weeks before the start of the session a participant can cancel the training free of charge. If you cancel up to four weeks before the start of the session, 20% of the costs will be charged. If you cancel up to two weeks before the start of the session, 40% of the costs will be charged. If the cancellation is less than 14 days before the start of the session, you will be charged for the full training rate.

If you can't attend the training, you can always send a colleague or someone else, only if he or she meets the requirements of the training.

If you can't attend the training due to circumstances, such as illness or the death of a relative (1st degree relationship), Graphic Hunters can reimburse the costs of the training. You can request a refund by mail. In this mail, you should mention your name, the name of the training and a clear description of the reason of refund. You will receive (within 2 working days) a response by mail that your request has been received. You will receive a substantive response to your request within 5 working days by telephone or mail.

By Dutch law you are entitled to have 14 days of withdrawal period in which you can cancel the training without any costs.

### **7. Replacement trainer**

Graphic Hunters is entitled to replace a trainer by another one. If this is the case, Graphic Hunters will inform the participants as soon as possible. The replacement of a trainer does not entitle the participant to cancel the training (free of charge).

### **8. Location**

The location of the training is in general easy to reach both with public transport and by car. In most of the cases (paid) parking is nearby. The atmosphere and facilities of the location also play an important role in the final choice.

If a training is fully online, it will be clearly mentioned on the website.

### **9. Training material**

Graphic Hunters doesn't use the training material that has been developed by a trainer for any other purposes. The material will only be used during the session.

### **10. Copyright**

The training material that is used during the training is property of the trainer. The trainer has the right to determine whether his or her work may be copied and / or

distributed. Only after permission of the trainer, the (digital) material will be forwarded to the participants. The participants will often be asked to only use the teaching material for personal use.

### **11. Complaints**

Graphic Hunters aims to strive for good and careful services. Where possible, the training will be evaluated. If you, despite all the efforts Graphic Hunters has made, are not satisfied, you can report this. A (telephone) conversation will hopefully end in a satisfactory solution for both the participant and Graphic Hunters.

If the participant has a complaint, it is nice that Graphic Hunters will receive it by mail. This mail needs to contain the name of the participant, the name of the session and a clear description of the complaint. Within 2 working days Graphic Hunters will send a mail that the complaint has been received. Within 5 working days Graphic Hunters will call the participant about the complaint. If it is not possible to call by phone, Graphic Hunters will send a response about the complaint by mail.

### **12. Applicable Law**

On every agreement between Graphic Hunters and the client / participant the Dutch law is applicable. All disputes related to or arising from the agreements Graphic Hunters made concerning a training, will be submitted to the court in Utrecht, except if the dispute belongs to the competence of the Subdistrict Court.

### **13. Liability**

Graphic Hunters is not liable for any damage, loss or theft of property and goods of the participants during a training on location.