

## Terms and Conditions for the CIOPORA Academy Webinars

These Terms and Conditions set out the whole of our agreement relating to the supply of Workshops/Webinars and associated materials and services to the Student. These Terms and Conditions cannot be varied except in writing signed by CIOPORA. In particular, no terms and conditions incorporated within a registration and nothing said by any person on behalf of the CIOPORA should be understood as a variation of these Terms and Conditions or as an authorized representation about the nature or quality of any services offered by the CIOPORA. CIOPORA shall have no liability for any such representation being untrue or misleading.

These Terms and Conditions are effective from 10<sup>th</sup> November, 2022. These Terms and Conditions may be subject to change without notice.

### 1. Definitions

- 1.1. **Student:** A person intending to enroll or attending a CIOPORA Workshop/Webinar;
- 1.2. **CIOPORA:** The organization and host of the workshops/webinars. A reference in these Terms and Conditions to "we", "us" or "our" is a reference to CIOPORA;
- 1.3. **Workshop:** A course of study offered by CIOPORA;
- 1.4. **Webinar:** an online course of study offered by CIOPORA;
- 1.5. **Fees:** The tuition, catering Fees and all other expenses relating to the Workshop/Webinar, payable by the Student to CIOPORA;
- 1.6. **Payment Process:** The process of enrolling and paying for a Workshop/Webinar via bank transfer or electronic online payment;
- 1.7. **Terms and Conditions:** The Terms and Conditions for Workshop/Webinar registration, Fee payment and participation for Students (this document).

### 2. Workshop/Webinar Registration

- 2.1. CIOPORA may use a third-party service provider, such as but not limited to Eventbrite/Ticket Tailor/Stripe/Zapier, for registrations. In this case, along with these Terms and Conditions, the terms of use of such service providers shall apply.
- 2.2. The Student is responsible for accuracy and completeness of their personal and other information provided by him/her in the process of Workshop/Webinar registration.
- 2.3. Upon the receipt of the Student's registration for a Workshop/Webinar, a note of acceptance in form of a written confirmation will be dispatched to the Student by CIOPORA or by a third party. Students may be asked to show said note at the entry to the Workshop.

### 3. Contract

- 3.1. A written confirmation by CIOPORA of the Workshop/Webinar registration concludes a legally binding contract between the Student and CIOPORA on these Terms and Conditions. Any term sought to be imposed by the Student in any purchase order or correspondence will not form part of the contract.
- 3.2. CIOPORA reserves the right to: (a) make reasonable adjustment to the Workshop/Webinar timetable, location, venue or lecturers; (b) make reasonable amendments to the content and syllabus of the Workshop/Webinar. Any modification or amendment of the contract must be made in writing and notified to the Student at the soonest possible period of notice.
- 3.3. The Student and CIOPORA are parties of the contract. Payment of Fees for the Student's participation in the Workshop/Webinar by a third party does not constitute a contract between such third party and CIOPORA.
- 3.4. The CIOPORA Academy reserves the right to reject any registration to a Workshop/Webinar under no obligation of providing explanation to its decision.

### 4. Fees

- 4.1. The Fees will be set out by CIOPORA for each Workshop/Webinar according to its structure. The Student agrees to pay the respective amount with his/her registration.
- 4.2. At the discretion of CIOPORA, and when the Student meets the conditions stated on the registration process, discounts might be applicable. Otherwise, full Fees are due.
- 4.3. Workshop/Webinar Fees are payable upon invoicing by CIOPORA or as indicated in the registration process.
- 4.4. Unless otherwise agreed in writing, the currency of all Fee payments is EURO. Any currency conversion costs or other charges incurred in making the payment or in processing a refund shall be borne by the Student or the third party making payment, and shall not be deductible from the Fees due to CIOPORA.
- 4.5. The prices considered herein are net. VAT shall be added when applicable.
- 4.6. All payment details shared with the CIOPORA shall be kept confidential.

### 5. Cancellations and Amendments

- 5.1. All requests by the Student for cancellations, Workshop/Webinar transfer or substitute must be received in writing. Changes will become effective on the date of the written confirmation by CIOPORA.
- 5.2. The contract can be cancelled according to the following cancellation policy:

Cancellation policy	Refund applicable
Before 21 calendar days prior to the Webinar	Full refund, bank transfer fees or currency exchange fees associated with the refund transfer will be borne by the Student
Within 14 calendar days prior to the Webinar	A 75% refund.
Within 7 calendar days prior to the Webinar	A 50% refund.
Within 2 calendar days prior to the Webinar	A 25% refund.
Failure to attend	No refund is given

- 5.3. When a refund is due, all external Fees associated with the payment of the Fees or the refund shall be borne by the Student.
- 5.4. In exceptional circumstances and at the discretion of CIOPORA, the Student may be allowed to transfer his/her registration to a different Workshop/Webinar or substitute a different Student onto the same Workshop/Webinar. In case of substitution by another Student, the same terms and conditions will be applied. Workshop/Webinar Fees that have been paid can be transferred to the new Workshop/Webinar, and any outstanding balance must be paid in full before the delegate can be registered on the new Workshop/Webinar. No refund will be given if the new Workshop/Webinar Fee is lower than the Fee of the original Workshop/Webinar.

- 5.5. If the Student was granted a discount, the refund will be considered in base of the price that was due to be paid.
- 5.6. In case of the Workshop/Webinar cancellation by CIOPORA: (a) the cancellation must occur in writing at any time before the Workshop/Webinar is due to start; (b) Fees paid shall be either refunded or offered for transfer to another Workshop/Webinar as an alternative.
- 5.7. In the event of cancellation of a Workshop/Webinar due to technical problems beyond the reasonable control by CIOPORA, an alternative date and time will be scheduled. In this case, the Student may opt for participating in the new scheduled Workshop/Webinar or ask for a full refund of the Fees.
- 5.8. Webinar sessions: In the event of less than four registered participants in one of the Webinar sessions available, the CIOPORA Academy reserves the right to cancel the said session. In that case, CIOPORA must inform the affected participants about the situation with adequate anticipation. Participants may opt to take part in the other session or to obtain a video record thereof or can ask for a refund of the fee.
- 5.9. CIOPORA's maximum liability will be limited to a refund of received Fees for the cancelled Workshop/Webinar. For partial cancellation of a Workshop/Webinar, such refunds will be given on a proportionate basis. CIOPORA will not accept liability for any costs or losses incurred by Students or organizations which are claimed to have arisen through Workshop/Webinar cancellation, other than for those stated here.

#### **6. Course attendance**

- 6.1. It is the responsibility of the Student or the third party completing the registration form to ensure joining instructions are received by the Student. CIOPORA will send all correspondence primarily via e-mail to the e-mail address provided on the registration form.
- 6.2. Failure to attend the Workshop/Webinar will result in the full cost being incurred.
- 6.3. A confirmation of the Student's participation will be issued upon each Workshop/Webinar.

#### **7. Course Provisions**

- 7.1. Accommodation and travel are the responsibility of the Students.
- 7.2. Lunch and coffee breaks are included into the Workshop program and are covered by the invoiced Fees, unless stated otherwise.

#### **8. Acceptable behavior**

In the interest of all Students, CIOPORA reserves the right to enforce the removal of any Student from the Workshop/Webinar whose behavior or demeanor is, in our view, considered unacceptable.

#### **9. Force Majeure**

CIOPORA shall not be liable for refund of Fees or for any other penalty should courses be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

#### **10. Liability for damages**

- 10.1. CIOPORA will only respond for damages resulting from an intentional or grossly negligent breach of duty within the framework of the contractual agreement and which may be defined as typically foreseeable damages.
- 10.2. The information and the content of the Workshops/Webinars shall not be considered as legal advice. CIOPORA does not assume liability for damages resulting from possibly erroneous and/or incomplete contents of presentations and/or Workshop/Webinar documentation.

#### **11. Use of Workshop/Webinar documentation**

Presentations and all documents provided in or after a Workshop/Webinar are proprietary of CIOPORA and they shall only be used by the Student. Students are not permitted to copy, scan or distribute them without prior express written consent by CIOPORA.

#### **12. Film and photography rights**

Students allow CIOPORA to create, record, copy, distribute, and/or use all audio-visual media images, audios and/or videos recorded in the Workshop/Webinar on which they appear, without commercial or other recompense.

#### **13. Final provisions**

- 13.1. The present Terms and Conditions shall be governed exclusively by the German Law.
- 13.2. In case of disputes derived from these Terms and Conditions the court of jurisdiction shall be Hamburg, Germany.