

TERMS OF CONDITIONS MBT NEDERLAND

The general terms and conditions apply to every agreement between MBT Nederland and a "Client", insofar as the parties have not explicitly deviated from these terms and conditions in writing.

The general terms and conditions also apply to an agreement to which de Viersprong, specialist in personality, behavior and family, has declared these terms and conditions applicable.

1 Formation of the agreement upon registration

- 1.1 Registration takes place by completing and sending the registration form on the MBT Nederland website. Or by sending a completed registration form by e-mail, post or fax to MBT Nederland. Registration by phone is not possible.
- 1.2 Registration takes place in the order in which the applications are received.
- 1.3 The counterparty will receive a confirmation of participation within 5 working days by e-mail from MBT Nederland. After this the agreement is closed.
- 1.4 During fourteen business days after the conclusion of the agreement, the other party has the right to dissolve the agreement in writing free of charge, without giving a reason, unless the service has already started before the end of the period with the consent of the counterparty.
- 1.5 MBT Nederland assumes that the counterparty come to an agreement for his / her participation in the training with his / her employer.

2 Pre-knowledge

- 2.1 The other party must have the required prior knowledge, as stated in the admission requirements of the training / education / congress. MBT Nederland does not accept any liability for the consequences of not following the recommended prior education or not following it in time.

3 Cancellation by the counterparty

- 3.1 Cancellation must be done in writing or by e-mail. With written cancellation, the postmark applies as a cancellation date, with an e-mail the sending date.
- 3.2 In the event of cancellation up to five weeks before the start of the training, the counterparty owes € 50,- to MBT Nederland.
- 3.3 In the event of cancellation less than five weeks before the start of the training, the full amount will be charged to the counterparty.
- 3.4 In the event of cancellation during training, the full amount will be charged to the counterparty.
- 3.5 The counterparty can nominate a replacement. For this, the counterparty submits a request to MBT Nederland in writing or by e-mail. If the replacement meets the admission requirements of the relevant training, MBT Nederland will only charge € 50,- administration costs to the counterparty. This is possible up to 5 working days before the start of the training.
- 3.6 When requesting to move the registration of the training to a later date, the cancellation conditions described above apply. The counterparty must cancel the training and register for a new training.



4 Cancellation by MBT Nederland

- 4.1 When a training cannot continue or has to be postponed, the counterparty will be informed as soon as possible. MBT Nederland cannot be held liable for lost income or turnover or any loss of income. The counterparty is entitled to a refund of the registration fee paid to MBT Nederland.
- 4.2 MBT Nederland may always change the date, the starting time, the times and the location of a training. If MBT Nederland is of the opinion that the counterparty is unable to participate in the training due to the changes, the registration fee paid to MBT Nederland will be reimbursed to the counterparty.
- 4.3 MBT Nederland has the right, if a scheduled trainer is unable to participate, to substitute a trainer.

5 Payment

- 5.1 MBT Nederland charges the fees owed by the counterparty by means of an invoice. Payment must be made to the bank account specified in the invoice within thirty days of the invoice date.
- 5.2 If the employer of the counterparty takes care of the costs of the training, this does not relieve the counterparty of the responsibility for timely payment.
- 5.3 If the payment term is exceeded, the counterparty owes the interest on the invoice amount from the invoice date. If payment by the counterparty is not made, MBT Nederland is entitled to deny participation or not to grant accreditation points and not to issue a certificate.
- 5.4 MBT Nederland is obliged to send a credit note when a repayment has been agreed. The amount due must be repaid within thirty days from the date on the credit note to the account from which the payment was made to MBT Nederland.

6 Confidentially

- 6.1 All personal data that MBT Nederland receives from the counterparty will be treated confidentially and will not be shared with third parties in any way.
- 6.2 The counterparty treats the information that is provided verbally or in writing during the training in the context of deepening and clarification, by means of practical examples and cases, as strictly confidential. He / she will not distribute and / or pass it on in any way. This concerns information of which he / she, as a counselor and student, knows or may suspect that it is confidential.

7 Copyright

- 7.1 Copyright on the brochures and course material issued by MBT Nederland rests with MBT Nederland, unless explicitly stated otherwise. Without the permission of MBT Nederland no data from any material will be published and / or multiplied in any way by the counterparty.

8 Complaints procedure

- 8.1 If you are not satisfied with our products or services, please contact the employee concerned immediately. If you are unable to reach a solution, you have three months to submit a complaint. This period starts from the moment the agreed assignment is completed.



8.2 You can find the complete complaints procedure on the MBT Nederland website:
<http://www.mbt nederland.nl/mbt-nederland/Algemene-voorwaarden/>.

9 Dutch Law

- 9.1 Dutch law applies to every agreement between MBT Nederland and the counterparty.
- 9.2 All possible disputes that relate to an agreement between MBT Nederland and the counterparty, will in the first instance be submitted to an authorized mediator. The court in Breda has jurisdiction to decide.