

General terms and conditions

By signing you agree to our terms and conditions. The Hagleitner Academy of Hagleitner Hygiene International GmbH (in the following: Academy) contracts exclusively with those terms and conditions including the tenders of courses and seminars.

Registration

The reservations of seminar places are made due to order of registration and payment. The Academy is entitled to reject single participants without giving reasons or exclude from further participation due to important reasons.

Additional to your online registration written enrollments by e-mail are possible:
academy@hagleitner.at

For further registration conditions please see the statements for courses and seminars.

Rebooking and cancellation conditions

Cancellations and rebookings require the written form and can be sent by e-mail to:
academy@hagleitner.at

Cancellation fees:

up to 30 days prior to the beginning of your seminar free of charge

between 29 and 7 days prior to the beginning of your seminar 30 % of the seminar fee

after that or non-participation 100 % of the seminar fee.

If on time a substitute participant was announced the cancellation fee will be canceled as soon as a contract has been set up with the regarding person.

The above-mentioned cancellation policies apply regardless of the reasons for the cancellation. The day we receive the written cancellation is regarded as the date of cancellation.

Rebooking fees:

For rebooking a participant to another seminar a rebooking fee of 15 % of the seminar fee will be charged.

Cancellation or Changes of Seminars

The Academy is entitled to cancel seminars due to insufficient number of participants or other important reasons (e.g. absence of the trainer due to illness, if no substitute was found). In such cases all participants will be informed immediately. Already paid amounts will be offset with the consumed units. If parts of the contribution (in particular training courses or curricula) have not been consumed yet by attending the event a proportional reimbursement will be calculated or if desired, it will be calculated to a different seminar. Replacement of travel and/or accommodation costs cannot be provided.

The Academy takes account for legal regulation and qualitative standards. In relation to announcements and seminar programs the Academy reserves the right to make changes to the content and duration of the seminar, venue and date as well as the price.

Seminar duration

The seminar duration is stated in days. One seminar day comprises 8 units (each 45 minutes).

Seminar fee

Seminar fees are separately shown for each event. In mentioned fees seminar documents and beverages are included.

Terms of payment

Your registration is a binding offer of contract, which is accepted by the confirmation of reservation or by sending the invoice for the relevant seminar. Regardless of this, for organizational reasons a seminar place can only be guaranteed after payment of the invoice. Please transfer the seminar fee before the start of the seminar.

If nothing different has been agreed upon, all amounts are due for payment upon receipt of invoice. Discounts can not be deducted. Partial payments can only be agreed before the start of the event. For a later entry into an event a reduction of the participation fee is not provided, the same applies to an early exit.

Default of payments are subject to all applicable reminder and collection fees on top of the 12 % default interest payment. Place of fulfilment is the company headquarters of Hagleitner. Place of jurisdiction is the authorized austrian court of Hagleitner's headquarters. Only written agreements apply. Additional oral agreements are not legal. Employees of the Academy have no power of verbal contractual declaration.

Certificates and Confirmations

At the end of every seminar and after full payment of the seminar fee, the participants will receive either a certificate (seminars with an exam) or a confirmation of participation.

Right of withdrawal

For long-distance transactions: You have the right to withdraw from this contract within 14 days without giving reasons. The withdrawal period will expire after 14 days from the date of contract.

To exercise the right of withdrawal, you must inform us, the Academy of Hagleitner Hygiene Österreich GmbH, address: Lunastraße 5, 5700 Zell am See, e-mail address: academy@hagleitner.at of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail. To meet the withdrawal deadline, it is sufficient for you to send your announcement concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

Have you requested that services will begin during the period of withdrawal then you have to pay a reasonable amount which corresponds to the services provided up to the time you informed us about your exercise of the right of withdrawal.