



inovex

Cancellation policy for inovex Training Programmes

- As of: March 2015 -

The customer is entitled, free of charge, to withdraw from the training contract up to 14 calendar days prior to the start of training or to book another training programme. The same applies in the event of significant changes to the training programme in the sense of Clause 3.1 of inovex's Terms & Conditions.

Insofar as inovex cannot be held responsible for causing the customer's right of withdrawal to arise, the customer shall no longer be entitled to withdraw from the training contract and rebookings after the notice period specified in Clause 5.1 of inovex's Terms & Conditions has expired. The cost of training will then be due in full, irrespective of the actual participation.

inovex is entitled to cancel a training programme or change the time or location of a training programme up to 14 calendar days prior to the notified start of training, so long as the respective training programme at that time does not have the minimum number of registrations required for economic or didactic purposes.

In the event of the trainer becoming ill, force majeure or other unforeseeable circumstances for which inovex cannot be held responsible, inovex is also entitled to cancel a training programme at short notice or to change the time or location of a training programme.

In the event of Clause 5.3 and 5.4 of inovex's Terms & Conditions, inovex will immediately inform the customer and the registered participants of the cancellation or the change of location and/or time of the training programme, and offer the customer an alternative arrangement.

If no agreement can be reached in this regard, the customer is entitled to withdraw from the training contract. Any further claims of the customer shall be excluded.

The right of both parties to terminate the training contract in exceptional circumstances for an important reason shall remain unaffected.

Declarations of withdrawal and termination must be made in writing or by email.

inovex GmbH, Karlsruher Str. 71, 75179 Pforzheim, Germany,
Commercial Register of Mannheim, HRB 502126