

# Terms and Conditions Technical Seminars

## REGISTRATION PROCESS

Public courses published on the home page of METTOP can be booked in the following ways:

1. Online at [www.mettop.com](http://www.mettop.com)
2. E-Mail your registration
3. Fax your registration form to +43 3842 817 87-8

Registrations will be treated on a 'first come - first served' basis. The registration form has to reach METTOP latest two (2) month prior to course commencement. However, registrations after this date can be accepted provided that places are available.

Confirmation of enrolment will be sent by email upon receipt of registration. Final confirmation of the course will be sent approximately three (3) weeks prior to course commencement and will include details of course location, course hours and other relevant information.

## COURSE FEES

Course fees are due and payable in EURO upon receipt of invoice. Taxes (e.g. VAT or GST) will be added if applicable. The course fee includes tuition, course material, refreshments and lunch per session day and a 100 EURO non-refundable registration fee. Course fees do NOT include accommodation or living costs.

## GENERAL POLICIES

Participants are not permitted to record course sessions. Reproduction of course material is strictly prohibited. METTOP reserves the right to record course sessions on film or take photographs of course participants and use, edit or alter these recordings for publications.

## PRIVACY POLICIES:

Participant contact information (mail address, email, telephone, mobile or fax) may be used by METTOP to provide course participants with updated information related to training courses or to inform (potential) participants regarding future training offers.

## ACCOMMODATION

Courses are held at top quality hotels with excellent meeting facilities. METTOP does NOT arrange hotel accommodation for participants. When possible, METTOP reserves a block of rooms at the course hotel, which will be released 4 - 6 weeks prior to course commencement. Detailed hotel information will be provided with the Final Confirmation Letter. The Final Confirmation should be double-checked for any changes regarding hotel information.


## PAYMENTS, REFUNDS AND CANCELLATIONS

Payments: Course fees are due and payable upon receipt of invoice. All payments must be received one month prior to course commencement. Payment is accepted in the form of bank transfer.

Cancellations: Cancellations must be received in writing and are subject to the following charges:

- Cancellations received more than 30 days prior to course commencement will be charged at 100 EURO (non-refundable registration fee).
- Cancellations received less than 30 days prior to course commencement will be charged at 100% of the course fee.
- If a participant fails to attend the course without prior notification (no-show), the full course fee is due and payable. No refund can be claimed.

Cancellation of / Changes to the advertised course: METTOP reserves the right to cancel or postpone a course at any time. This decision will be made approximately two (2) weeks prior to the course starting date and written notification will be sent to all participants. Payments already received will be fully refunded or – on request – transferred as deposit to another METTOP public course. (Differences in course fees will be due and payable.)



Please keep our registration and cancellation policies in mind when making your travel arrangements as METTOP cannot accept liability for any costs incurred from cancellation or change of travel arrangements, hotel reservations, or losses incurred by the customer due to changes in venue, date, content, trainer or postponement of any course. Responsibility for visas and other travel documents lies with the participants. No refunds will be given if visas are not obtained in due time.

Neither METTOP nor instructors provide insurance covering illness or injury for individuals.

METTOP reserves the right to substitute a course instructor as deemed necessary.

METTOP is not liable for any delay or non-performance due to governmental regulations, strikes, hostile actions, weather, illness, acts of god, or any other causes beyond METTOP's reasonable control (any and all of which causes are referred to as 'Force Majeure').

#### Contact

Stefan Wallner

Head of Training Services

Tanja Leuchtenmüller  
Administration and Organization

#### TELEPHONE

+43 3842 817 87

#### FAX

+43 3842 817 87 - 8

#### E-MAIL

[training@mettop.com](mailto:training@mettop.com)

#### POSTAL ADDRESS

METTOP GmbH

Peter Tunner Strasse 4  
A-8700 Leoben  
Austria