

Terms and conditions for participation in courses and workshops by UAB “Spronk”.

January 2014, Vilnius.

The terms and conditions mentioned in this document apply for all agreements made with UAB “Spronk” concerning the participation in courses, workshops or other training events organized by UAB “Spronk”.

Any deviations from the terms and conditions stated in this document are only valid if agreed separately in writing between the participant and UAB “Spronk”.

1. Application, registration and agreement

- In order to apply for participation in a course or workshop, the applicant must use the online application form for the selected event. Group application, i.e. 2 or more applicants from the same organization that apply for the same course or workshop event, can be done by email.
- An applicant can be an authorized representative of the applicant’s employer, as well as the applicant him- or herself.
- It is the responsibility of the applicant to provide correct and complete application information.
- Non-EU applicants must be in possession of a valid visa to take part in courses or workshop events. Any pro forma invoice that is auto generated upon application can under no circumstance be regarded as an invitation for entering the EU region.
- Registration is completed only upon full payment of the course fees as indicated on the invoice provided by us or our partners serving the events. Applications for participation without full payment of the course fees are considered pending applications, and give no right to participate in a course or workshop event.
- By submitting the online application form, the applicant declares to understand and accept the terms and conditions stated in this document, which apply under all circumstances, unless agreed upon otherwise in writing. The agreement between an applicant and UAB “Spronk” is established through the signing of the online application form for a course or workshop.

2. Invoices and payment

- The course or workshop fees will be invoiced upon submission of the online application, or after written agreement by email between the applicant and UAB “Spronk”.
- The applicant is obliged to fulfill the payment at all times. The payment must be made within 30 days after receiving the invoice and no later than 1 week before the start of the event. If the applicant can not fulfill the payment in time, UAB “Spronk” will keep the right to exclude the applicant from participation from the course or workshop.
- UAB “Spronk” has the right to charge a 1% service charge per day of overdue payment.
- Participation fee for courses and workshops, unless mentioned otherwise, include course materials and Value Added Tax. Other items included in the price are specifically mentioned in the announcement of the event.

3. Changes and cancellation policy

3.1. Changes and cancellation by a registered participant

- The registered participant of a course or workshop has the right to change the date of participation to any other published date of the same event, if availability allows the change, and if notified at least 1 month before the start of the event for which the participant originally registered. For changing the date of participation 50 euros administration costs will be charged.
- The employer of the participant can send another person instead of the registered participant to take place in a course or workshop after sending a notification to UAB “Spronk” no later than one week before the start of the event. No fee will be charged for replacement of a course participant.
- The registered participant of a course or workshop has the right to cancel participation of a course at any time. A cancellation request must be in writing or by email. After receiving the cancellation request UAB “Spronk” will send a confirmation of the cancellation to the participant.
- For cancellations up to one week before the start of the course or workshop event, a cancellation fee of 100 euros applies. For cancellations less than one week before the start of the course or workshop event, a cancellation fee of 50% of the course fee applies. The date on which the cancellation in writing is sent, indicated by the date on the email or postal stamp, is considered to be the date of cancellation. The reason for cancellation is irrelevant in any case.

- In case of non-attendance or premature termination by the participant in a course or workshop, no reimbursement will be granted regardless of the cause of absence or termination.

3.2. Cancellation, changes to dates and refusal by UAB “Spronk”

- UAB “Spronk” has the right to cancel or postpone a course or workshop, when it has sufficient reason to do so. UAB “Spronk” is obliged to announce any postponed or cancelled events to the participant at least one week before the start of the event. UAB “Spronk” will be free of charges for any caused damage arisen from postponed or cancelled events.
- In case of cancellation of a course or workshop by UAB “Spronk”, already paid participation fees will be refunded to the full amount.
- UAB “Spronk” has the right to change the location of (a part of) a course or workshop than initially informed. In such case, any additional expenses for the participants will be covered by UAB “Spronk”.
- When UAB “Spronk” changes the date of a course or workshop to a new date that is not suited for the participant, the participant has the right to cancel participation without any cancellation fee and reimbursement of the full course fee.
- UAB “Spronk” has the right to deny participation in a course or workshop to any participant. In this case the participant will be not be charged any fee, and already paid fees will be refunded in full by UAB “Spronk”.
- In case of late payment, UAB “Spronk” has the right to exclude the participant from participation in the course or workshop.
- In case a participant exhibits behavior that can negatively influence the learning process of other participants, UAB “Spronk” will first attempt to solve the problem amicably with the participant in case. If the participant in question refuses to change any negative behavior, UAB “Spronk” has the right to deny entrance to the course or workshop, without any refund of paid fees.

4. Reimbursement of Fees and Travel Expenses

- Reimbursement of course fees will be processed within 14 working days after the cancellation date.
- Reimbursement of travel expenses will not be granted under any circumstances. It is the responsibility of the applicant to purchase a travel insurance that allows cancellation and change of dates for the travel.

5. Force majeure

- In case a course or workshop has to be terminated due to force majeure in the period from one day before the start of the event until the last day of the event, e.g. due to sudden illness of the trainer, UAB “Spronk” will reimburse the remaining part of the course minus the accommodation costs. In such case, the participant gains the right to participate in 2 other course or workshop events of choice organized by UAB “Spronk” at the cost of the accommodation only.
- In case a course or workshop has to be cancelled due to force majeure between 2 to 7 days before the start of the event UAB “Spronk” will fully reimburse the course fee, as well as the travel cancellation insurance purchased by the participants.

6. Intellectual property

- Any digital material that is provided in a course or workshop is strictly for use by the participant during the course or workshop event, and may not be copied or distributed in any way without prior written permission by UAB “Spronk”.
- Copying of course or workshop material from the digital media and computer facilities provided by UAB “Spronk” is strictly prohibited without prior written permission by UAB “Spronk”.