

General Terms and Conditions for Activities

Knowledge Centre Global Health Foundation (KCGH)

In these General Terms and Conditions, we use the term "activity" as a general description for Training, Workshop, Coaching, Conference, Seminar, and/or Webinar.

By registering for an activity, you enter into a contract with the Knowledge Centre Global Health Foundation (KCGH).

Participants can register individually for activities organised by the KCGH Foundation.

1. Registration

- You register for an activity by completing the registration form available on our website. Once we have received your registration, you will receive a confirmation of receipt.
- Your placement is only confirmed once we have received your payment.

2. Cancellation

Cancellation refers to withdrawing from an activity or postponing its start date, either by the participant or the organisation. If the KCGH Foundation cancels an activity due to an insufficient number of participants, no costs will be charged. The KCGH Foundation applies the following cancellation policy. This policy does not apply if you or your organisation arranges for a colleague to take your place in the activity.

Cancellation after your registration has been confirmed:

You have a statutory cooling-off period of **14 working days**, during which you may cancel your registration free of charge. After this period, your registration is considered final.

If you cancel within 14 working days or less before the start of the first day of the activity, 100% of the activity fee will be charged.

3. Catching Up on Missed Activity Days

If you unexpectedly miss a day during an activity (excluding the first day), you can contact us to discuss alternatives. Catch-up sessions are not always possible and are subject to availability in other groups. You may reschedule a maximum of two missed days, which must be completed within six months, provided that suitable sessions are available.

The possibility of catching up on missed activities is limited to digital access. We strive to make as many activities as possible sustainably accessible. Course materials will be available on our digital learning platform: www.elearning.kcgh.nl.

4. Quality

You can expect the KCGH Foundation to deliver the promised quality. The KCGH Foundation adheres to the ethical code of conduct as outlined on the NVTG website. Where applicable, activities are assessed by the NVTG Accreditation Committee.

5. Insufficient Participants

Activities will proceed if there are enough registrations. The KCGH Foundation reserves the right to cancel an activity if the number of registrations does not meet the minimum required, as stated on the activity page of our website.

If an activity is cancelled, we aim to notify you at least two weeks in advance.

6. Unavailable Facilitator or Venue

If, on the day of the activity, a trainer or venue becomes unavailable (for example, due to the illness of the facilitator), we will do everything possible to arrange a replacement facilitator or venue. You will be informed as soon as possible via the email address provided during registration.

If the activity must be cancelled, you will have two options:

- You will receive a refund for the cancelled activity.
- You may attend the next scheduled activity following the unexpected cancellation, if offered.

The KCGH Foundation is not liable for incurred costs such as travel expenses, nor for consequential or indirect damages resulting from an unavailable facilitator or venue.

7. Study Materials

All study materials written by the KCGH Foundation are subject to copyright. You may use and cite them, provided that the source is clearly referenced.

8. Privacy

All information we receive from you will be treated confidentially and in accordance with our Privacy Statement. By registering for an activity, you automatically consent to the creation of visual materials. If you do not wish to be recorded, you can indicate this during the activity.

9. Invoice and Payment

- The KCGH Foundation is exempt from VAT obligations. Therefore, you will receive an invoice without VAT.
- A digital invoice will be sent to the email address provided.
- Payment must be made in advance when registering for the activity via our website.
- You can pay via iDEAL or credit card.