

## General Terms and Conditions at Q4IT s.r.o

### Order a course

Applications for courses and tests provided by Q4IT, s.r.o. (hereinafter "Q4IT") are accepted in writing, by fax, by e-mail. Both printed and electronic applications are considered binding. The inclusion of all entries is done according to the order of incoming orders. If the term of the selected course is already fulfilled, you will be contacted with an offer of alternative dates.

After receiving the order, Q4IT s.r.o. provides confirmation of training order receipt.

By submitting your application, you consent to the personal data contained in the application form being processed in accordance with Regulation No. 679/2016 on the protection of personal data of individuals (hereinafter "GDPR").

These personal data must be processed for the purpose of organizing the training / course and for back communication with the participants.

The data will be processed by the administrator until the consent is revoked. The consent can be withdrawn by sending an e-mail to [info@q4it.eu](mailto:info@q4it.eu).

### Course fee

The current price list of the courses is available on the supplier's website [www.Q4IT.eu](http://www.Q4IT.eu). The prices are without VAT. When there is a change in the event, the Supplier is obliged to inform the Customer of this fact well in advance of the already ordered course - at least 14 days.

Participation fee includes tuition, use of computer technology, study materials and attendance certificate. It also includes snacks (cold and hot drinks) and lunch.

When a course is held at the customer premises, in the form of a closed group, the refreshment is provided by the customer.

The price for the certification test (if available) is calculated separately.

### Payment conditions

#### Courses and trainings

After completing the course, an invoice is issued and VAT is added to the price of the course according to the applicable legislation. The invoice due date is 30 days.

#### Conferences and seminars

When accepting an order for conferences organized by Q4IT s.r.o. proforma invoice is issued, VAT is added to the price of the course according to the valid legal regulations. The proforma invoice due date is 10 days.

## Consultation

If the specific terms condition of invoicing have not been agreed for the payment terms of the consulting activities, an invoice is issued after the termination of the contract, VAT is added to the price according to the applicable legislation and the invoice due date is 30 days.

## General

The invoice due date is 30 days.

The proforma invoice due date is 10 days.

## Cancellation conditions

### Courses

Free cancellation of the course or date change of the course is accepted in writing form more than 14 working days before the beginning of the course.

Cancellation fees for cancellation by the participant:

- More than 14 days before the start of the course - free of charge
- 14 days and less - 50% from the course price
- Less than 5 days - 100% from the course price

### Tests / Exams

Cancellations or term change of tests may only be made in writing form, no later than one working day in advance till 12:00 o'clock.

If the handling fee relates to your exam, you will be informed about this fact and the amount of the charge before moving / canceling. In other cases, the request for transfer / cancellation is automatically granted if the conditions for transfer / cancellation are met.

### Conferences and seminars

Free cancellation of a conference or seminar is not possible. The customer can make a change to the attendee.

## Generally about the cancellation conditions

In case of a later announced cancellation we are obliged to charge 100% cancellation fees.

## Organizational changes

Q4IT reserves the right to move the date of the course for reasons beyond its control (force majeure, power interruption, sudden trainer illness, etc.).

The number of participants is limited to a maximum of 14 to maintain course quality.

Q4IT also reserves the right not to execute the planned course if it is not fulfilled by capacity.

In this case, a new date will be agreed with the ones already registered.

## Prohibition of recording

It is explicitly forbidden to make any audio and video recordings of courses, trainings, seminars and presentations from lectures at conferences, as their subject matter and nature are covered by the Copyright Act, ie Law 101/2000 Coll. Each presentation is within the meaning of §2 (1) "a unique result of the author's creative activity and is expressed in any

objectively perceptible form, including electronic, permanent or temporary, regardless of its scope, purpose or meaning."

## Consultancy

Specific engagement terms are negotiated for consultation activities. These terms, as well as the supplier's and customer's obligations, are set out in a separate offer and contract.

These terms and conditions are valid from 1. 1. 2019