

Terms and Conditions

1.1 The following terms and conditions are valid for all seminars training organised by Solarity

1.2 The contract terms for attending and organising seminars shall be based solely on the terms and conditions for seminars and trainings of Solarity.

1.3 Registrations must be done through our registration system. You will promptly receive a confirmation of registration and payment instructions by email. You will not be entitled to attend the seminar without a written confirmation of registration and paid registration fee.

1.4 Registrations will be considered in the sequence in which they are received; the possible number of participants is limited for each seminar.

2 Cancellations

2.1 Cancellation is possible up to 7 days before the start of the seminar in return for a full cost of the training. If you cancel less than 7 days before the training we will return your payment reduced by processing fee of 10 %.

3 Complaints

If you have a complaint whilst attending one of our seminars please notify our marketing department on email marketing@solarity.cz and they will use their reasonable efforts to resolve the problem immediately. If you are still not satisfied, or there is any other aspect you are not happy with, please contact Solarity Resolution Center on email claims@solarity.cz within two weeks after the event. Please write the date and place of the training on your claim letter and include your phone number. We will resolve your claim within 3 weeks. All complaints will be treated confidentially. Complaints will be saved in our system as long as the complaint is relevant for both parties.

4 Guaranteed date

4.1 If a guaranteed date is mentioned on the confirmation of registration, you have immediate planning certainty. The guaranteed date does not apply if the seminar has to be cancelled due to circumstances beyond our control, particularly force majeure (including confirmed illness of the coach, breakdown of the heating, strikes, natural disasters, virus outbreaks etc.)

5 Minimum number of participants

5.1 If an insufficient number of binding registrations has been received for seminars without a guaranteed date up to 14 days before the beginning of the seminar (the minimum number of participants is usually 7), the seminar may not take place.

5.2 The seminar may be cancelled for organisational reasons or due to illness on the part of the instructor. Any seminar fees that you have already paid will be reimbursed. You shall have no further claims.

6 Seminar fees

6.1 Unless otherwise stated, the seminar costs for seminar or training is known before registration.

6.2 The seminar fees are due for payment immediately after receiving the invoice.

6.3 All prices are quoted exclusive of statutory VAT

7 Scope of the services

7.1 The scope of the services is shown in the description of the services offered by the seminar.

Travelling expenses and the costs of accommodation are not included in the seminar fees.

8 Repeaters

8.1 The following restrictions apply to the opportunity to repeat particular seminars free of charge: Only participants who made normal payment and claimed a maximum of 25% discount can make use of the opportunity to repeat. The opportunity to repeat is limited to 24 months from the date of payment of the invoice. The opportunity to repeat is linked to the individual; it cannot be transferred and only applies to precisely this seminar. There is no claim to repetition if this seminar is no longer offered during the repetition period. Registration for repetition can occur at the earliest one month before seminar beginning and is regarded as binding, i.e. in the event of cancellation, the repetition opportunity is regarded as exhausted. Participants who repeat a seminar free of charge do not receive any new seminar documents or books and must pay for their own lunch. The then valid test fees per participant must be paid for the repetition of tests offered by external bodies, e.g. the UML certification test, for each case of repetition.

9 Discounts

9.1 Our partners who signed the Partner Program with us are entitled to trainings free of charge.

10 Liability

We shall be liable only once for damage that we have caused, with damages being limited to the type of risk typical for the contract at the time at the time of its conclusion. All further liability is excluded. This limitation of liability does not include damage to life, limb and/or health and/or breaches of guarantees, nor damage caused intentionally or fraudulently. Nor does this affect claims under the Product Liability Act.

11 Data protection

The customer hereby agrees to Solarity s.r.o. collecting, processing and using necessary data on the basis of legal requirements. Solarity s.r.o. may pass on the registration data that have been sent, or parts of this data, to third parties that are involved (e.g. external coaches) so that the service may be performed. To perform the contract Solarity s.r.o. may collect, process and use the necessary personal data (master data). Customers have the right to receive information at any time regarding the scope and the contents of the personal data being stored about them. Solarity s.r.o. may also process, use and delete personal data that the customer produces during the course of the seminar. This includes performance assessments such as tests or seminar papers. Such data shall be stored

and processed in strictly anonymous form and shall on no account be passed on to third parties. The purpose of storing this data is solely to improve the quality of the course. After the contract has come to an end, the customer's personal data shall be deleted.

Valid from 1.12.2019, Solarity s.r.o., Vostrovská 787/45, 160 00 Prague, Czech Republic.