

General Terms and Conditions of Business

Contractual provisions / Information for consumers for registration by participants for courses in the yearly programme of the Academy for International Cooperation (AIZ)

1. Registration / conclusion of contract

Registration for the respective course is binding. The contract comes into effect upon receipt of confirmation of registration.

2. Cancellation / non-appearance

Notice of cancellation by the participant or registering institution / company must be done on the booking platform learning.giz.de (after user login on the tile "my current trainings or webinars") or be submitted in writing via e-mail to the Customer Service of the Academy for International Cooperation (AIZ) in compliance with the relevant deadline (aiz-kundenservice@giz.de).

In the event of cancellation, the following participation fees are charged:

- up to **20 calendar days** before the start of the course: no cancellation fee is charged
- from the **19th calendar day** before the start of the course: the full course fee will be charged.
- In case of no-show by the participant: the full participation fee will be charged. Any additional cancellation fees for accommodation, if applicable, will be borne by the registering person or institution.

The participant may cancel free of charge after the cancellation deadline has passed, if a replacement candidate is named.

The cancellation deadline of 20 days applies unless otherwise stated in the course description.

3. Cancellation and change of programme by AIZ

The seminar will take place as stated if the minimum number of participants for the course being offered is reached. If a course has to be cancelled because of too few registrations, the participants who have registered will normally be informed by e-mail 20 calendar days before the planned date of the course and any fees already paid will be refunded without undue delay.

If the seminar is cancelled for organisational reasons or due to force majeure, the course fee will be refunded. Except in cases of intent or gross negligence, GIZ will not refund any out-of-pocket expenditure made in vain or any other disadvantage suffered by participants as a result of the cancellation. We reserve the right to make slight changes to the course programme as well as to substitute a speaker or trainer for good reasons, which are deemed to include inability of the speaker or trainer to attend due to illness, etc. The same applies to all other services of AIZ.

4. Information note on the right of revocation

Right of revocation

You have the right to revoke this contract within fourteen days without giving reasons. The deadline for revocation is fourteen days from the date of concluding the contract.

To exercise your right of revocation, you must inform us (Customer Service of the Academy for International Cooperation, Friedrich-Ebert-Allee 32+36, 53113 Bonn, Tel: +49 228 4460-3333, e-mail: aiz-kundenservice@giz.de) of your decision to revoke this contract by means of a clear statement (e.g. by letter

sent by post or by e-mail). It is sufficient for compliance with the deadline for revocation if you post or send your notification that you are exercising your right of revocation before the deadline expires.

Consequences of revocation

If you revoke this contract, we must refund to you all payments we have received from you without undue delay and at the latest within fourteen days of the date on which we receive your notification that you are revoking this contract. We will use the same method of payment for this refund as you have used for the original transaction unless we have agreed something different with you. In no case will you be charged any fees on account of this refund.

If you have requested that the provision of the service should commence during the revocation deadline period, then you must pay us a reasonable and appropriate sum corresponding to the portion of the service already provided up to the time at which you inform us that you are exercising your right of revocation with regard to this contract in relation to the total scope of the services envisaged in the contract.

5. Information under sec. 312 d (1) of the German Civil Code (BGB, *Bürgerliches Gesetzbuch*) in conjunction with Art. 246 a para. 1 of the Introductory Law for the German Civil Code (EGBGB, *Einführungsgesetz zum Bürgerlichen Gesetzbuch*)

a. Description of service

The service comprises participation in courses in accordance with the content and dates set out in the AIZ programme. The courses are carried out by qualified speakers and trainers and relevant teaching materials will be provided. If necessary, participants may be provided with accommodation and meals during the course.

b. Identity and contact details of the enterprise

Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
Executive Board with authority to represent the company:
Thorsten Schäfer-Gümbel (Chair of the Management Board)
Ingrid-Gabriela Hoven (Vice-Chair of the Management Board)
Anna Sophie Herken

Friedrich-Ebert-Allee 32+36
53113 Bonn, Germany
Telephone: +49 228 44 60-0
Fax: +49 228 4460-17 66
e-mail: info@giz.de

Dag-Hammarskjöld-Weg 1-5
65760 Eschborn, Germany
Telephone: +49 6196 79-0
Fax: +49 6196 79-11 15

Consumers may address enquiries etc. to:
Customer Service of the Academy for International Cooperation
Friedrich-Ebert-Allee 32+36
53113 Bonn
Germany
Tel: +49 228 4460-3333
e-mail: aiz-kundenservice@giz.de.

c. Prices

Course fees include all costs necessary for running the courses (trainer's fee, teaching materials and seminar room). The prices as stated (including cancellation fees) are gross prices inclusive of VAT. Costs for the provision of accommodation and meals during the course and participants' individual travel to the venue are extra and are not included in the course fee.

d. Terms of Payment for External Participants (self-payment, non-GIZ staff)

The course fee must be paid within 10 days of receipt of the confirmation of registration / invoice by bank transfer to:

Deutsche Bundesbank

BIC (SWIFT): MARKDEFFXXX

IBAN: DE18 5040 0000 0050 4089 14.

e. Terms of Payment for Internal Participants (GIZ staff, special rates for partners may apply)

After completion of the event / course, the course fee for internal participants is automatically charged to the stored cost center / cost unit.

If a different distribution of costs is desired than stated in the registration confirmation, this must be communicated immediately to the AIZ Customer service (aiz-kundenservice@giz.de), as a subsequent rebooking of the costs cannot be carried out.

6. Attendance while the revocation deadline period is still running

By attending the course, a participant whose revocation deadline period is still running declares her or his request within the meaning of section 357 VIII 1 of the BGB that the provision of the service should begin before the expiry of the deadline period for revocation.