
Training Terms of RhinoCentre, as per January 2016

Types of training

- Online Training (OT)
- Open Class Training (OCT) scheduled at RhinoCentre's training site
- In-Company Training (ICT)

Online Training

A trainee is registered after payment of the training in the webshop.

Open Class Training at RhinoCentre's training site

Registration and payment

Trainees are registered for an Open Class Training (OCT) and on the list of attendees after RhinoCentre received the payment.

Registration is possible via the www.rhinocentre.nl webshop or trainees receive an invoice after sending in an e-mail application.

By registering the trainee is bound to these Training Terms.

Cancellation or rescheduling of Open Class Training

In case a training is already fully booked, the trainee is contacted to find an alternative date.

Cancellation by the trainee results in the following:

- Within 14 up to 8 days of the scheduled date 25% of the training costs will be charged
- Within 7 days or less of the scheduled date 100% of the training costs will be charged

A trainee can be replaced by another employee of the same organization without extra costs when RhinoCentre is informed well in time.

In case less than three trainees are registered, the training is postponed to a later date. This new date will be scheduled in after consultation of the registered trainees.

All Training Details are described in the training info PDF that can be downloaded at the training product webpage:

Program of the Open Class Training as mentioned in the PDF

Prerequisites are mentioned in the PDF when they are applicable. By registration a trainee acknowledges them

Duration and Location as mentioned in the scheduled training agenda on the website

Lunch, coffee, tea and freshdrinks are included

Computer and Software used during training is provided by RhinoCentre

Training material used at the training is strictly for the trainee for later use as a reference guide and shall not be transferred to other persons or used for commercial purposes

Name of the Trainer is mentioned in the scheduled training agenda on the website. In case of force majeure the trainer will be replaced by another trainer if possible and the trainees are informed as soon as possible. Otherwise the training will be rescheduled

Force majeure (fire/ burglary/ illness etc.) might cause a rescheduling of the training. Trainees will be contacted as soon as possible to schedule a new date

Certificate

All trainees receive a training certificate after they attended the full training

In-Company Training

Quotation, Invoice and Payment

An In-Company Training is only organized after a quotation is confirmed by the client by e-mail.

By confirming a quotation by e-mail, the client and his organization acknowledges these training terms and is bound to them.

The invoice regarding an In-Company Training has to be paid in advance of the training.

Cancellation or rescheduling of an In-Company Training

Cancellation by the client of a confirmed training is only possible after RhinoCentre has confirmed an e-mail send by the client

Cancellation by the client results in the following:

- 25% of the training costs will be charged from confirmation date till 14 days before the training date is scheduled
- 100% of the training costs will be charged from 14 days or less before the training date is scheduled

A trainee can be replaced by another employee of the same organization without extra costs when RhinoCentre is informed well in time

When the client doesn't keep to the agreements in de quotation a training can be postponed or cancelled by the RhinoCentre

Training Details are described at the specific training product webpage or in the quotation:

Program of the In-Company Training as mentioned at the webpage or in the quotation.

Prerequisites are mentioned at the product webpage or in the quotation when they are applicable. By confirming the quotation the client acknowledges that the trainees meet the prerequisites

Duration of the training as mentioned at the webpage or described in the quotation

Location of the training at the client's location as mentioned in the quotation

Lunch, coffee, tea and freshdrinks. The client is responsible for lunch, coffee, tea and fresh drinks.

Computer and Software used by trainees during a training is provided by RhinoCentre when the trainer travels by car. Otherwise, the client arranges training computers and software.

Beamer or large Flatscreen is provided by the client.

Training material used at the training is strictly for the trainee for later use as a reference guide and shall not be transferred to other persons or used for commercial purposes

Name of the Trainer is mentioned at the specific webpage. In case of force majeure the trainer will be replaced by another trainer if possible and the trainees are informed as soon as possible. Otherwise the training will be rescheduled

Force majeure (fire/ burglary/ illness etc.) might cause a rescheduling of the training. The client will be contacted as soon as possible to schedule a new date

Certificate

Trainees receive a training certificate after they attended the full training

Travel costs and accommodation expenses of the trainer

Training in the Netherlands and at a maximum distance of 300 km from our office is not charged with travel and accommodation costs for the trainers.

Training at a distance over 300 km from our office is charged with:

- travel hours fee of €750 per day (excl. VAT)
- travel costs
- accommodation expenses

These terms and conditions shall be governed by the laws of the Netherlands