



B. Willems

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General terms of business

Article 1: Definitions

- 1: The initiator: the person with whom the contract/ agreement for participation in a course or training is made.
- 2: The participant, the person who takes part in the course or training.
- 3: Training: course, workshop, individual session, counseling or other gathering with as a goal the transmission of knowledge or the enlarging of capacities.
- 4: Open Training: training with participants from diverse background both individually and professionally.
5. Terms of business: the general terms and conditions of delivery of the trainings.

Article 2: Relevance

1. The general terms are appropriate for all training offered by B.Willems.
2. In case there are changes or additions to these terms, they will have to be confirmed by the provider in writing.

Article 3: Enrollment and confirmation

1. Enrollment for the trainings by B. Willems can happen via mail, e mail or by telephone.
2. The participant will always receive confirmation of the enrollment by telephone , email or in case the person does not have access to email or telephone, this will happen by land mail.

Article 4: Enrollment and confirmation for trainings in training centres

- 1: All enrollment and confirmation will happen according to the rules and regulations of that particular institute.
- 2: A reconsideration period of 14 days applies to all registrations

Article 5 : Prices for open training

1. After registration by mail, e mail or telephone, the prices as mentioned in the diverse brochures are valid.
2. All teaching material is included in the price unless specifically mentioned otherwise.

Article 6: Prices for training in training centres

When a training by B. Willems is offered in another trainings institute , prices are according the institute.

Article 7: Payment

1. After enrolment in a training as mentioned in article 3 or after acceptance of an offer as mentioned in article 4, the initiator receives an invoice from B. Willems relevant to that training.
2. For trainings that spread over a one year period participants will have to commit to the following procedure:
 - 100 % payment for the first module
 - 100 % payment for the second module plus 50 % for all following modules.
 - for each following module the participant will pay the balance of that particular module.

3. Invoices have to be paid within two weeks of billing date in the currency of the bill. It is not allowed for the initiator to make amendments in the bill.
4. In case the initiator is not paying within the time frame as mentioned about, all the costs that B. Willems need to make will be at the expense of the initiator. E.g. costs for lawyer, court case and claims.
5. Both provider and initiator are entitled to end this agreement in case one of the parties has asked for judicial settlement or is in state of bankruptcy is, or if the initiator is a natural person and is deceased or is put under approbation.

Article 8: Cancellations by participants

1. Cancellation is possible according to the following rules.
Until one week before the start of the training there will be a refund of 80%.
Until the start of the training there will be a refund of 50% of the trainings fee.
By cancellation after the start of the training there will be no refund at all.

Article 9: Impediment/ absence by participant

1. In case a participant cannot participate there will be an agreement in consultation with the provider to see if this section of the training can be followed either at a later date or in another city.

Article 10: Cancellation by B. Willems.

1. B. Willems takes the right to cancel a training until maximum 3 days before the start of the training (because of illness, or circumstances beyond her control).
The initiators will be informed as soon as possible and B.Willems will refund the billed amount by return.
B.Willems will always offer an alternative date , and in case the initiator will make use of this, there will be no refund of payment.

Article 11: Liability

1. B. Willems is not liable for any damage cause by or related to one of the participants, unless of course B. Willems can be proven guilty or having been intentional in creating the damage.
2. B. Willems is never liable voor other forms of damage like harm to the company, harm through delay etc.
3. In case B. Willems can be held responsible in spite of what is said in point 1 or 2, the amount of the damage will not exceed the maximum invoice amount.
3. Indirect damage will not be restituted.

Article 12: Intellectual property.

1. All trainings material becomes property of the initiator/ participant.
The rights of the training material and possible other material will be reserved to B.Willems.
2. Without clear written consent from B. Willems, the initiator/participants is not allowed to publish, duplicate or share the material with others.

Article 13: Replacement of trainer or coach

1. B. Willems is at all times entitled to replace a trainer, who is supposed to execute the training, with another trainer, this after consultation with the initiator.

Article 14: Advertisement and Conflicts.

1. In case of complaints the initiator needs to inform B.Willems as soon as possible and in any case report the complaint in writing within 10 workdays. Complaints don't free the initiator of his payment responsibility.
2. Complaints concerning the invoice need to be reported within 8 days of the invoice date.

Article 16: Applicable law.

1. On all offers from B. Willems and the agreements between B. Willems and the initiator the local law is applicable.
2. All conflicts that arise between parties in connection with an offer, an agreement or a (legal) act, will be laid before court unless the law dictates otherwise.

Article 17. Confidentiality

1 All information provided by customers is confidential to BW and its employees. Information includes, but is not limited to, business-sensitive information about business situations, work processes, customers and strategies.

The information shall be kept for a minimum of one year.

Article 18. Complaints procedure

1 All complaints are handled in confidentiality. Upon receipt of a complaint, the person in question will receive a proof of receipt within 5 days. Rani Willems.org will then investigate the complaint and deal with it within four weeks. If a longer time is needed to do research, the participant must be notified within a set period of time where the postponement is explained; moreover, there must be an indication given when one expects to be able to give a definite answer.

2 If both parties cannot reach an agreement and the complaint persists, it will be submitted to an independent third party, Van Vliet Advocaten, Sint Annastraat 15, 6524 EC Nijmegen. The opinion of Van Vliet Advocaten is binding and the consequences are for rani-willems.org

3 All complaints are kept for at least one year.