



Terms of engagement Loof training en advies – (tailormade)training, coaching, practical accompaniment and advice¹

1. Confirmation of order training, coaching and/or advice

Loof's order confirmation contains the reservation details for tailormade training, coaching and/or advice. The confirmation must be returned by the client within 14 days for confirmation, stating any purchase number/reference.

2. Training costs

- The training costs include the intake, preparation, supervision, training materials and evaluation.
- Unless expressly stated otherwise in the quotation, the costs of extra supervision and costs related to the deployment of actors, guest teachers and additional learning materials are not included.
- If you opt for a half-day practical accompaniment following the training, this must be used within 6 months after the training has ended. After that, the accompaniment by a trainer/coach is forfeited, without any costs being deducted.
- Accommodation costs of the trainer/external expert are not included in the offer and are for the account of the client.
- If the accommodation, where training, coaching and/or advice takes place, is located further than 120 km from Bergen NH, the trainer/external expert will stay overnight during a multi-day training. Depending on the start of the program, the trainer will in some cases also have to spend a night in the hotel beforehand. These costs are for the account of the client.
- Travel costs of the trainer/external expert are not included in the offer. These are for the account of the client and are charged separately. Travel costs are calculated from our office in Bergen (NH).
- Travel time of the trainer/external expert is included with a training.

3. Cost of coaching, accompaniment and advice

- For coaching, practical accompaniment and advice, the costs for intake, preparation and any materials are specified separately.
- Accommodation costs of the trainer/external expert are not included in the offer and are for the account of the client.
- Travel costs of the trainer/external expert are not included in the offer. These are for the account of the client and are charged separately. Travel costs are calculated from our office in Bergen (NH).
- For advice and/or coaching on-site for less than one half-day, the travel time is calculated on the basis of 50% of the hourly rate of the trainer/external expert.

4. Payment

- After the training, coaching, accompaniment and/or advice, Loof will send the client a digital invoice for the training, accompaniment, coaching and/or advice. A standard payment term of 14 days applies for this.
- The additional costs will be charged in a specified manner.
- If a purchase number/reference is required, the client must state this in the order confirmation of the training, accompaniment, coaching and/or advice.
- An objection or complaint does not release the client from his obligation to pay the invoice.

5. Cancellation

Cancellation or postponement of the tailormade training, accompaniment, coaching and/or advice must always be done in writing. In the event of cancellation or postponement, the client owes:

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| • 3 to 4 weeks before the start of the training/accompaniment/coaching/advice | 75% |
| • 0 to 2 weeks before the start of the training/accompaniment/coaching/advice | 100% |

¹ Deviating terms and conditions apply to training courses with individual participation.



6. Confidentiality

Loof obligates itself as an agency to carefully handle information about clients that is discussed during the implementation of training, accompaniment, coaching and/or advice. Information relating to a client (or participant) that can reasonably be assumed to be confidential in nature will not be shared with third parties, unless with the express written permission of the client.

7. Liability

Loof's liability for damage arising from or related to the performance of a training is limited to an amount corresponding to a maximum of twice the total rate for the training from which the liability arises, with a maximum amount of € 20,000.

8. Complaints procedure

- The client may expect that Loof will carry out the assignment carefully, in accordance with the agreements in the assignment confirmation. Loof is certified by the NRTO (the Dutch Council for Training and Education) and the CRKBO (Central Register for Short Vocational Education).
- If the client or a participant is not satisfied with the quality of the services provided, a complaint can be submitted to the management of Loof. The complaint will be handled by the management. Within two weeks of receiving the complaint, the complainant will receive a proposal for handling the complaint. If this is insufficient, Loof will follow the NRTO's dispute settlement procedure for the business market and the complaint will be submitted to an independent NRTO committee, which will assess the complaint against the principles of the NRTO. See also www.nрто.nl.

9. Intellectual property

Loof retains the intellectual property rights, including copyright, relating to all items provided by Loof and/or Loof's partners (such as, but not limited to, presentations, readers, assignments, e-learning, readers and software). The items referred to in this article may not be made public and/or made known to third parties in any other way without Loof's express prior consent.

10. Login credentials

The password and/or username and/or other identification data provided by Loof to the participant for participation in e-learning, consulting profiles, etc. are strictly personal. It is not permitted to share this information with a third party, unless expressly agreed otherwise with Loof.

11. Processing (personal) data

The client and participant agree that (personal) data that the customer provides to Loof, such as (work) address details, telephone numbers and e-mail addresses, will be processed in Loof's administration. This data can be used for training administration, invoicing, providing access to (online) training material and (electronic) transmission of information about (e-learning) courses or training courses, and related products and services of Loof. The participant has the right to digitally withdraw the consent or part of the consent to the processing of (personal) data at any time, this can be done by sending an email to bureau@looftrainingen.nl

Loof training en advies

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