

Terms and conditions 'MRI Training & Consultancy' for 'in company' training

Article 1. Definitions

- Client: the natural or legal person with whom an agreement to decrease an 'in-company' workshop or training for an organisation, contracted.
- Contractor: 'MRI Training & Consultancy', represented by Marion Heeren.
- Workshop/training: workshop, training or any other meeting with the aim of transfer and/or increase knowledge and/or skills.
- 'In company' training: training with participants from the same organisation.
- Conditions: these terms and conditions.

Article 2. Applicability

1. The conditions shall apply to all tenders, offers, (legal) actions and agreements of 'MRI Training & Consultancy'.
2. Amendments or additions to the conditions shall be required by the contractor to be confirmed explicitly and in writing.
3. Acceptance of a tender as referred to in Article 3(2) implies acceptance of the applicability of these conditions.
4. Applicability of the principal's terms and conditions is excluded for to the extent that they are contrary to these conditions.

Article 3. Agreement on 'in-company' training

1. In this field, an 'in company' training draws up an extensive tender 'MRI Training & Consultancy' after an application by the client.
2. The agreement regarding participation in an 'in company' training is concluded by integral acceptance of the offer.

Article 4. Prices of 'in-company' training

1. The price indicated in the tender shall be binding during the period of validity of that Offers.
2. Costs for the trainer's location, as well as for consumptions (coffee, tea, lunch) are borne by the client.

Article 5. Payment for 'in-company' training

1. After acceptance of the tender for a workshop or training as referred to in Article 3 'MRI Training & Consultancy' sends an mri training two weeks before the start of the training invoice to the client.
2. In the case of contracts over 5,000 Euro, billing is carried out in two instalments (70% of the total amount in the first term, 30% of the total amount in the second term).
3. Payment (of the first term) by the client must be made at the latest before the start of the workshop or the first part of the training by means of deposit to a bank account designated by 'MRI Training & Consultancy'.

4. Payment of any second period shall be made before the commencement of the last day of training. The invoice will be sent 14 days before this last day.
5. If the invoice has not been paid two weeks after the latest payment date, the invoice shall be sent a reminder invoice. After another two weeks of overrun, a second reminder invoice, with 5% on the invoice amount to administration costs are calculated.
6. If the client has not yet received a two-week reminder invoice the costs resulting from 'MRI Training & Consultancy' are at the expense of the client. These costs include all legal and out-of-court costs, such as summation, debt collection, counsel/lawyer.

Article 6. Relocation dates or cancellation of 'in company' training by the client

1. A training can be moved free of charge by the client up to two weeks in advance to another date.
2. For the transfer of a training by the client within two weeks before the agreed date, 5% of the total invoice amount will be charged as an administration fee.
3. A training can be cancelled free of charge by the client up to two months before the agreed date.
4. If a training is cancelled less than 2 months before the agreed date, 50% of the invoice amount shall be charged.
5. If a training is cancelled less than 2 weeks before the agreed date, 75% of the invoice amount will be charged.
6. If a training is cancelled less than 1 week before the agreed date, 100% of the invoice amount will be charged.

Article 7. Changes in the number of participants in 'in company'—training

2. If the number of participants is reduced, the costs of the cancelled participants will be fully charged.
3. When the number of participants increases, the additional participants are also certain fees.

Article 8. Cancellation of an 'in company' training by 'MRI Training & Consultancy'

1. In case of illness of the trainer or other unforeseen circumstances, 'MRI Training & Consultancy' will do everything possible to provide a replacement trainer.
2. If no replacement is possible, a new date for the training(s) are determined.
3. If, following the circumstances referred to in paragraph 1, the sponsor decision to cancel the training will be 'MRI Training & Consultancy' within a week refund any invoice amount already paid in full to a bank or giro account.

Article 9. Replacement trainer at 'in company' training

'MRI Training & Consultancy' is entitled to replace a trainer with another trainer. This is always done in consultation with the client.

Article 10. Questions and Complaints Scheme 'in company' training

1. 'MRI Training & Consultancy' uses the conditions set out in the Annex to these Terms and Conditions

included Complaints Scheme.

2. The said Complaints Scheme shall enter into force at the time when the orally then reports a complaint about 'MRI Training & Consultancy' in writing.

3. Questions of an administrative nature and questions about the content of the training will be answered by MRI Training & Consultancy within a period of 10 working days, calculated from the date of receipt. Letters that require a foreseeable longer processing time are answered by MRI Training & Consultancy with a message of receipt and an indication, when one can expect a more detailed answer.

Article 11. Liability

1. 'MRI Training & Consultancy' is not liable for any damage caused by participation in an 'MRI Training & Consultancy' training.

2. 'MRI Training & Consultancy' is not liable for any damage caused by the cancellation of a training by 'MRI Training & Consultancy', unless 'MRI Training & Consultancy' intent or gross negligence can be blamed.

3. If, at any time, despite the provisions of paragraphs 1 and 2, 'MRI Training & Consultancy' is liable for any damage, it will be limited to a maximum of the Invoice amount.

4. Indirect damage is not compensated by 'MRI Training & Consultancy'.

Article 12: Confidentiality

1. 'MRI Training & Consultancy' handles at all times carefully and confidentially with information obtained about participants during the training.

2. 'MRI Training & Consultancy' is careful at all times with information discussions with executives or other stakeholders about the organisation is Obtained.

Article 13. Intellectual

1. The material provided at a workshop or training shall be the property of the Client.

2. The rights of intellectual property relating to the content of the training, the material and any other pieces/products with workshops and training courses remain in the possession of 'MRI Training & Consultancy'.

3. Without explicit written permission from 'MRI Training & Consultancy', the client is not entitled to provide data from and/or portions and/or extracts of the disclose, exploit or, in any way, disclose the material provided. multiplication or use.

Article 14. Applicable law

1. On all quotations, general offers, (legal) transactions and the like from 'MRI Training & Consultancy' and agreements between 'MRI Training & Consultancy' and the client apply Dutch law.

Attachment General Terms and Conditions 'MRI Training & Consultancy'

Complaints scheme

'MRI Training & Consultancy' aims to act as transparently as possible towards (potential) clients of 'in company' trainings. For this, first of all information is on the website (www.mritraining.nl) available. In addition, in each quote,

clear information about what one can expect from the training courses: the programme, objectives, costs, dates, terms and conditions, etc. In the quote states that acceptance of the tender presupposes that the client has taken note of the terms and conditions and agrees to do so.

Nevertheless, it may happen that a client (whether or not on behalf of a participant) complains about the content of the training, the treatment by the contractor, the functioning of the trainer or whatever.

If necessary, 'MRI Training & Consultancy' will observe the following procedure.

Upon entering a complaint, the receipt thereof shall be confirmed immediately and the complainant will be informed of the further proceedings.

The management of 'MRI Training & Consultancy' (Marion Heeren) will review the complaint at first instance within no later than seven calendar days of the date of the complaint's entry. Within 14

calendar days, it contacts the complainant to discuss the complaint and to try to find a solution to this.

If a solution is reached in this way, 'MRI Training & Consultancy' has appointed Mr Gert Tempelman (gert.tempelman@planet.nl) as an unseeded third person. This applies adversarial, tries to reach a solution, with which both parties can unite and gives – if this is not possible – 'MRI Training & Consultancy' within one month of its start of the treatment of the complaint a decision on how to resolve the complaint. This decision is binding on both parties.

The decision-making process shall take place within 14 calendar days of receipt of the opinion.

The decision shall then be communicated in writing to the complainant within three working days of the decision being taken. **If it takes longer than the 14 days to investigate, the complainant will be informed within the 14-day time limit laid down. The postponement will be explained and an indication will be given as to the deadline for decision-making.**

Payment obligations are excluded from complaints handling.

A complaint about an event, later than one year after the end of the event, is not taken into consideration.

Complaints and the method of handling are registered and kept for the duration of 2 years.

Article 14 of the Terms and Conditions shall also apply to these complaints scheme.