

## **TBI Grillhof General Terms and Conditions**

The Higher Education and Seminar Center Grillhof (TBI-Grillhof) is a governmental institution of the Tyrol. All legal matters are overseen by the 'Justizariat' (Department of Legal Affairs) of the Regional Government of the Tyrol.

### **Registration**

Interested parties may register for all in-house trainings and courses held by the TBI Grillhof in writing by fax, internet or in person. Concerning all trainings held by the 'Verwaltungsakademie' (Administration School) of the Regional Government of the Tyrol, initial registration is carried out by the governmental department 'Organization and Human Resources' which also selects the participants through its 'Internal Audit' division.

Due to the limited number of participants, registrations are considered on a first come first serve basis. The participants will receive a written confirmation and the registration is then binding. A maximum and minimum number of participants is defined for each training and course. If the minimum number is not reached the TBI Grillhof reserves the right to cancel the event due to an insufficient number of participants. The participants are notified in due time in writing or per email of the confirmation or cancellation of the event.

### **Trainings and courses of the Government of the Tyrol as well as national and international events**

For each seminar of the Government of the Tyrol and for national and international events services such as the provision of seminar rooms, technical equipment, rooms, meals etc. as well as all the costs are determined in a contract. The contract is valid from the date of signing. Additional extra services during the seminar will be charged separately upon commissioning and are specified in the contract.

For training courses cooperation partners are contracted and all services and mutual obligations are specifically listed. For fee-based seminars these contracts are concluded with the Department of Legal Affairs of the Regional Government of the Tyrol. ('Justizariat')

### **Venue and teaching units**

The venue of the training course or seminar is the TBI Grillhof. If this is not the case (for instance for cooperation events) the location of the event is specified on the invitation. One teaching unit lasts 50 minutes. The participant will receive a confirmation of participation only if he/she has attended at least 80% of the teaching units. For each training course a certificate will be issued.

The TBI Grillhof is not liable for personal belongings of the participants.

Course materials and handouts are included in the course fees unless explicitly stated otherwise.

### **Payment of fees**

Course fees are to be paid prior to the start of the seminar or training course. For any payments please use exclusively the pre-printed payment form. For internet banking please specify number of client and seminar or training course. Within the meaning of the Value Added Tax Act of 1994 the training and course fees are exempt from VAT and are tax-deductible provided the necessary criteria are fulfilled. Accommodation and rental expenses (rooms, meals, drinks) are charged directly to the

event organizer or participant immediately after their use and consumption and may be paid in cash, by debit cards or credit cards.

For governmental training courses and for national and international programs and events all included services are specifically listed on the contract. Payment may be made in cash, by deposit slip or internet banking. Gross and net amounts are listed for all prices and no deductions will be granted. The invoices are to be paid within 10 days.

## **Cancellation**

### ***Cancellation policy for participants***

All cancellations must be in writing. Registrations for a seminar may be cancelled up to 10 days prior to its start free of charge. For any cancellations between the tenth and first day prior to the training start 30 percent of the fees that were charged must be paid. In case of cancellations on the first seminar day or after commencement of the training, the entire invoiced amount has to be paid.

### ***Cancellation policy for event organizers***

Cancellation is free of charge 60 days prior to the event. Within 29 to 59 days prior to the event 10 percent of the accommodation and rental fees are charged. Within 15 to 28 days prior to the event we charge 30 percent of the accommodation and rental fees and within 3 to 14 days prior to the event 60 percent are charged. For any cancellations 3 days and less prior to the event 100 percent of the accommodation and rental fees will be charged.

**Cancellations must be in writing and must state the reason for the cancellation.**

Vill, 1 January 2012