

General Terms & Conditions – Training Courses

Article 1 – Applicability

1.1 These terms apply to all agreements between the Customer and Chronoglide relating to online booking and participation in on-site training courses.

1.2 By booking a training course, the Customer agrees to these terms.

Article 2 – Booking and Payment

2.1 Training can be booked online via Chronoglide's website.

2.2 Payment is due in full at the time of booking unless agreed otherwise.

2.3 Payment methods are listed on the website.

2.4 A booking becomes final only after payment is received and confirmed.

Article 3 – Cancellation and Refunds

3.1 Cancellation up to 30 days before the start date results in a refund minus a €75 administration fee.

3.2 Cancellation within 30 days of the start date: full fee remains due.

3.3 In case of force majeure, an alternative date may be arranged if reported timely.

Article 4 – Changes by Chronoglide

4.1 Chronoglide may change or cancel training due to unforeseen circumstances such as insufficient participants or force majeure.

4.2 If training is cancelled, the Customer receives a full refund or can choose an alternative date.

Article 5 – Liability

5.1 Chronoglide is not liable for damage, loss, or injury resulting from participation unless caused by gross negligence or intent.

5.2 The Customer must comply with safety measures during training.

Article 6 – Intellectual Property

6.1 All training materials remain the property of Chronoglide and may not be copied, shared, or used commercially without written permission.

6.2 Use of Chronoglide's trademarks or logos requires prior written consent.

Article 7 – Privacy

7.1 Chronoglide processes personal data in accordance with applicable privacy laws.

7.2 Customers may access, correct, or request deletion of their personal data.

Article 8 – Conduct and Participation

8.1 Customers must follow Chronoglide's conduct rules during training.

8.2 Chronoglide may refuse or terminate participation due to misconduct.

Article 9 – Complaints and Disputes

9.1 Complaints regarding the training, the instructor, course materials, communication, or administrative handling must be submitted in writing via the official complaint form or email.

9.2 Parties must seek amicable resolution first.

9.3 Chronoglide will acknowledge receipt of the complaint within 2 business days.

9.4 Chronoglide will investigate the complaint and provide a substantive response within 14 business days. If more time is needed, the Customer will be informed along with the revised response timeline.

9.5 All complaints are handled confidentially and will be recorded for internal quality improvement.

9.6 Submitting a complaint does not suspend the Customer's payment obligations, unless Chronoglide confirms otherwise in writing.

9.7 If the Customer is not satisfied with the handling of the complaint, they may escalate the matter to Chronoglide management for a final internal review.

9.8 Unresolved disputes will be brought before the competence court the 'Federatie Goud en Zilver' of which Chronoglide is a member. Their advice is binding and Chronoglide will execute accordingly.

Article 10 – Final Provisions

10.1 Chronoglide may amend these terms at any time; changes take effect once published on the website.

10.2 Invalid or unenforceable provisions do not affect the validity of remaining terms.