

Payment and cancelation terms and conditions for Educational Development & Training

The terms and conditions for payment and cancelation are an addition to the Utrecht University General Terms and conditions of Delivery. These can be found at <https://www.uu.nl/en/organisation/legal-affairs>

These terms and conditions for payment and cancelation are applicable to all services rendered by Educational Development & Training (in Dutch: Onderwijsadvies & Training), with exception to our Academic Skills services. Separate terms and conditions apply to the services rendered by Academic Skills.

Payment

- Upon registration for a course (open registration or custom order), conference, or acceptance of a quotation (for example for a project or research) by a customer, they are liable to pay.
- Generally, the customer will receive an invoice before the start of a course, conference, or other services commissioned. The invoice must be paid within the agreed upon term as specified in the General Terms and conditions of Delivery.

Cancelation by the customer

- Cancelation of participation in a course, conference, or other services commissioned must be submitted in writing. The date and time of the reception of the cancelation determine which costs are to be paid. Upon cancelation the following costs will be charged:
 - cancelation more than 2 months before the start: no costs will be charged [1];
 - cancelation within 2 months of the start but longer than 1 month before the start: 40% of the costs will be charged;
 - cancelation within 1 month before the start: full costs will be charged.

Additional terms and conditions for an open registration course

- Cancelation of, partial participation in, or early termination of participation must be submitted in writing to the secretariat of Educational Development & Training via the following email address: onderwijsadviesentraining@uu.nl.
- If after registration a participant is prevented from participation it is possible to, in consultation with Educational Development & Training, have a different participant participate without incurring extra costs provided that Educational Development & Training is informed as soon as possible and at least 24 hours before the start of the course.
- No restitution of costs will occur upon partial participation, or early termination by the customer.

Additional terms and conditions applying to custom courses, conferences, or other services

- Cancelation must be submitted in writing via email to the contact of the course, conference, or service.

- If a customer cancels after accepting an offer or quotation, the customer will be charged for any costs made in preparation for said offer or quotation as well as a percentage of the agreed upon price (see above).

Cancelation by Educational Development & Training

- Educational Development & Training reserves the right to cancel or offer the course, conference, or service in a different form if there are too few registrations. Participants will be notified at the latest 5 working days before the start. The participant can choose to participate in the altered, or subsequent course, or choose to have the full costs refunded.
- If the course, conference, or other service cannot be given (during the listed term) as a result of force majeure, Educational Development & Training will provide an alternate option, potentially on a different date.

[\[1\]](#) Please note: for a custom course, conference, or other service additional costs will be charged, see Additional terms and conditions applying to custom courses, conferences, or other services