

GENERAL TERMS AND CONDITIONS FOR THE PROVISION OF TRAINING SERVICES (hereinafter: training)

SIQ Ljubljana, Training, Mašera-Spasičeva ulica 10, 1000 Ljubljana, Slovenia

1 GENERAL TERMS AND CONDITIONS FOR TRAINING SERVICES FOR OPEN GROUPS

1.1 VALIDITY OF THE GENERAL TERMS AND CONDITIONS

These General Terms and Conditions for the provision of training services apply to the relationship between SIQ Ljubljana, Training, and participants in SIQ open-group training programmes (conducted on-site in classrooms or online), unless otherwise agreed by additional conditions for individual events or by a written contract.

1.2 REGISTRATION FOR TRAINING

Registrations are accepted via the SIQ Ljubljana, Training website and by email up to seven days prior to the start of the training programme or until all available places are filled. Due to the active nature of the training, the number of participants may be limited. Only participants who have registered in advance may attend the training programmes.

1.3 VENUE, TIME AND DURATION OF TRAINING

Training programmes take place in Ljubljana, usually in SIQ Ljubljana classrooms or online. Participants will be informed of the method, venue and implementation of the training programme no later than three working days prior to the start via email. Free parking is provided for participants in on-site training programmes. The date and duration of individual training programme are published on the website <https://www.siq.si/en/training/program-list/>.

Participants in online training programmes receive a link to access the virtual classroom and instructions regarding the course of the training programme no later than one day prior to its start. Before the start of the training programme, participants must ensure that they have a working device with reliable internet access (computer, tablet or smartphone) and a working microphone and camera to be able to access the virtual classroom.

1.4 REGISTRATION FEE

The registration fee must be paid in full no later than three working days prior to the start of the training programme. Payment shall be made to the business account of SIQ Ljubljana, Mašera-Spasičeva ulica 10, Ljubljana, Slovenia, NLB, account number 02922-0012897988, BIC/SWIFT LJBAS12X, with reference to the training code. SIQ VAT ID number is SI23509678. A pro forma invoice may be issued upon request. Registration fees and codes are listed with each training programme on the website. VAT at 22% is not included in the registration fee. An invoice will be issued after completion of the training programme. After payment, participants receive an online link to download electronic certificates.

The registration fee covers electronic course materials, an electronic certificate of participation or successful completion, lunch, refreshments during breaks, parking, and licence fees for licensed training programmes and/or access to online training programmes. Lunch is not included in the registration fee for programmes lasting up to six school hours. For e-training programmes, the registration fee includes electronic materials (PDF), a certificate of participation or successful completion, licence fees for access to the e-training programme, and individual interactive lecturer's support during the training. The training provider reserves the right to change registration fees without prior written notice.

1.5. DISCOUNTS

* Available discounts and terms of use are specified for individual training programme and/or under the "Check Benefits | Discounts" section on the website <https://www.siq.si/en/training/loyalty-bonus/>.

To qualify for a discount, the participant or applicant must indicate the intention to claim a discount at the time of registration. Discounts cannot be combined.

1.5 CANCELLATION OF REGISTRATION

The deadline for written cancellation is **three working days prior to the start of the training programme**, unless otherwise specified. In the case of timely written cancellation, the registration fee will be refunded in full. For cancellations after this deadline, administrative costs amounting to 30% of the registration fee will be charged. In the case of cancellation on the day of the training programme or non-attendance, the full registration fee will be charged. For intensive training programmes, **the deadline for written cancellation is five working days prior to the start of the training programme**, unless otherwise specified. In the case of timely cancellation, the registration fee will be refunded in full. For cancellations after this deadline, administrative costs amounting to 50% of the registration fee will be charged. In the case of cancellation on the first day of an intensive training programme or non-attendance, the full registration fee will be charged. In the event of cancellation due to illness, a medical certificate must be provided.

1.6 CANCELLATION OF TRAINING

SIQ Ljubljana, Training reserves the right to cancel or reschedule training programmes in the event of insufficient registrations or force majeure (e.g. lecturer's illness). In such cases, registered participants will be notified, and any paid registration fees will be refunded.

2 GENERAL TERMS AND CONDITIONS FOR TRAINING SERVICES FOR CLOSED GROUPS

2.1 VALIDITY OF THE GENERAL TERMS AND CONDITIONS

These General Terms and Conditions apply to the relationship between SIQ Ljubljana, Training, and the client for closed-group training programmes (conducted at the client's premises or online), unless otherwise agreed by additional terms and conditions or a written contract.

2.2 OFFER PREPARATION

SIQ Ljubljana, Training prepares an offer based on an inquiry or agreement with the client. The content of the training programme is tailored to the client's needs within available possibilities. The offer price includes implementation, electronic training materials, electronic certificates, licence fees for licensed training programmes and/or access to e-learning programmes. Travel expenses for lecturers are charged additionally based on actual costs, unless otherwise agreed.

2.3 IMPLEMENTATION

Training programmes are conducted at the client's premises or another location specified by the client. For on-site training programmes, the client must provide suitable premises, technical equipment (computer, LCD projector, whiteboard) and recommended additional materials, unless otherwise agreed. For online training programmes, the client must ensure that the participants have working devices with reliable internet access (computer, tablet, smartphone) and working microphones and cameras. Unless otherwise agreed, access to virtual classrooms is provided by the training provider. The client undertakes to distribute electronic materials only in the number of the participants agreed in the offer and to submit a list of participants (signed attendance sheet or screenshot of the participants in online training programme) upon conclusion for certificate preparation.

2.4 PAYMENT

An invoice for closed-group training programmes is issued after completion of training, unless otherwise agreed in a contract/offer. The payment deadline is defined in the offer or contract. After expiry of the offer validity, the training provider reserves the right to amend the offer.

2.5 CANCELLATION OF TRAINING ORDER

The deadline for written cancellation is **seven working days prior to the agreed training date**. In this case, no preparation costs will be charged. For cancellations after this deadline, actual preparation costs of training programme and electronic training materials amounting to 30% of the price will be charged.

2.6 WITHDRAWAL FROM CONTRACT/OFFER

If for any reason, SIQ Ljubljana, Training assesses that the client may not be able to fulfil obligations, it may request advance fulfilment of the client's obligations. If the client fails to fulfil these obligations within eight days of the request, SIQ Ljubljana, Training may withdraw from the contract/offer.

2.7 RECHEDULING OR CANCELLATION OF TRAINING

SIQ Ljubljana, Training may reschedule or cancel training programmes due to circumstances that could not be prevented, eliminated or avoided, such as illness of the lecturer. The client is informed immediately when such an unfortunate situation arises.

3 GENERAL TERMS AND CONDITIONS FOR E-LEARNING SERVICES

The e-learning service enables users to view free and pay-per-view training programmes in the form of online seminars, courses, and training sessions. Access to pay-per-view e-learning content requires registration. Upon payment of the pro forma invoice received after registration, access to view the training content will be provided and the final invoice. Registration fees are listed on the presentation page of each e-learning programme.

4 NOTIFICATIONS ABOUT TRAINING PROGRAMMES AND PERSONAL DATA PROTECTION

Your data will be protected in accordance with the General Terms and Conditions for the Provision of Services ([https://www.siq.si/wp-](https://www.siq.si/wp-content/uploads/2020/04/GN007E-14.pdf)

[content/uploads/2020/04/GN007E-14.pdf](https://www.siq.si/wp-content/uploads/2020/04/GN007E-14.pdf)) and the General Terms and Conditions for Personal Data Processing (<https://www.siq.si/en/general-conditions-of-use-of-web-site-at-www-siq-si/general-conditions-of-personal-data-processing/>) of Slovenian Institute of Quality and Metrology, Ljubljana. If you wish to receive notifications about our training programmes, please complete the online form at <https://www.siq.si/en/sign-up-to-newsletter/>.

5 COMPLAINTS/DISPUTES

SIQ Ljubljana, Training accepts complaints within eight days after completion of services. Disputes shall be resolved amicably. If no amicable solution is reached, the competent court in Ljubljana shall have jurisdiction. The law of the Republic of Slovenia shall apply in all relations.

6 FINAL PROVISIONS

Matters not regulated by these General Terms and Conditions and General Terms and Conditions for Personal Data Processing of Slovenian Institute of Quality and Metrology, Ljubljana shall be governed by applicable legislation of the Republic of Slovenia.

These General Terms and Conditions are published on the website of SIQ Ljubljana <https://www.siq.si/en/general-conditions-of-use-of-web-site-at-www-siq-si/general-conditions-of-personal-data-processing/siq-general-terms-and-conditions-for-the-provision-of-services/>. Participants or clients are made familiar with these Terms and Conditions upon registration, or we refer to them in offers/contracts for closed groups.

7 ADDITIONAL INFORMATION

Phone: +386 1 5609 720

E-mail: training@siq.si

Website <https://www.siq.si/en/training/about-us/>