

## **GENERAL TERMS AND CONDITIONS (GTC)**

Thank you for your interest in our events! Please take note of our General Terms and Conditions! (The term “events” applies to all events of Tibet Center, including diploma- and other courses, seminars, workshops, lectures etc.).

### **1. APPLICATION**

The application has to be made in writing; either online via our website: [www.tibetcenter.at](http://www.tibetcenter.at), or per email to: [office@tibetcenter.at](mailto:office@tibetcenter.at), Fax +43 (0)4263 20084-50, or airmail to: Tibet Center - International Institute of Higher Tibetan Studies, Knappenberg 69, A-9376 Hüttenberg, Austria. Regarding seminars and lectures reservations made by phone are valid, provided that they had been confirmed by Tibet Center either in writing or by email. With the application, the participant accepts the conditions as mentioned in the valid course description (for diploma courses) as well as the following terms of payment, cancelation and withdrawal (for courses). The amount of seats is limited and will be allocated on a first come first served basis.

All participants in a seminar, (diploma) course, workshop etc. of Tibet Center Institute automatically become a member in the cost-free category "Friends of Tibet Center". This form of supporting membership has no more requirements.

### **2. DURATION of diploma- and other courses**

The contractual relationship starts with the receipt of the application by Tibet Center - International Institute of Higher Tibetan Studies, Hüttenberg. It ends after the last class, the final exam and the award of the certificate/diploma.

### **3. SERVICES OF TIBET CENTER FOR COURSES**

Tibet Center guarantees a seat for each accepted applicant. The educational training comprises all services which are provided by Tibet Center according to the valid curriculum.

### **4. EVENT FEES**

Education is a valuable asset. We offer a fair price-performance ratio.

### **5. PAYMENT CONDITIONS**

**FOR DIPLOMA- AND OTHER COURSES:** Participants are charged with the course fee and informed about the deadline of payment at course start. In case the participant does not pay in time, she/he will receive a warning incl. an additional respite. In case even the respite is ignored there will be a delay of payment during the current course. That might result in the expulsion from participation.

Monthly payments can be arranged and are only possible through direct debit payments (“Lastschriftverfahren”). For monthly payments the following applies: if there is delay of one payment (fully or partly) for longer than 2 months the remaining course fee can be called in immediately, unless there is a written agreement on further delay of payment.

**FOR SEMINARS, WORKSHOPS ETC.:** After having sent your registration you will receive an invoice. The payment is due at the latest 2 weeks before the start of the event. The seats will be allocated on a first come first served basis. Please take note that participation is not possible without having paid the fee in advance.

### **6. TERMS OF CANCELTION**

#### **6.1. Cancellation by the organizer**

Tibet Center reserves the right to cancel an event at short notice due to organizational reasons. The same is true for changes at short notice regarding the listed lecturers and venues. Cancellations at short notice might occur if the lecturers are not able to conduct the event. In case of a cancellation on the part of Tibet Center due to organizational reasons, the total amount of the already paid fee or the paid pre-payment will be refunded. There will be no further claim for compensation. You will be informed about cancellations and changes in writing (email or letter) and in addition they will be online on our webpage.

#### **6.2. Withdrawal or cancelation by the participant:**

**REGARDING DIPLOMA- AND OTHER COURSES:** For cancellations until 30 days before the start of the event (*date of the postmark*) a service fee of € 100 will be charged. Only a notice of cancellation in writing is accepted. For cancellations received with less than 30-days' notice, 50% of the course fee has to be paid, unless another participant takes the place instead. For cancellations after the start or during the course the total course fee must be paid. Already paid amounts cannot be refunded once the course has started.

**REGARDING SEMINARS, WORKSHOPS ETC.:** Cancellations and withdrawals have to be sent in written form. With cancellations received at the latest 21 days prior to the event the total paid amount of the fee will be refunded. With cancellations received 15 - 21 days prior to the event 50 % of the course fee will be refunded, in case no other participant is nominated. Cancellations received 14 days and less prior to the event will be charged 100% of the event fee, in case no other participant is nominated. Participants have the right to nominate another participant at any time. In this case we request you to immediately inform us and send the contact information.

### **7. The PLACE OF JURISDICTION is Graz; Austrian law is applied.**

## **8. RIGHT OF MODIFICATION**

Our education program is planned on a long-term basis. Necessary amendments about content or finance regarding venue, dates, lecturers, single events and the number of participants due to a change of the general conditions, laws, etc. are incumbent on the administration and do not interfere with the validity of the agreement. A course or part of a course can be cancelled or postponed when the minimum number of participants is not reached, or due to cancellation of lecturers or other unforeseen events. Participants will be informed about these changes appropriately and in due time. If a course or event is aborted for whatever reasons pre-paid fees will be proportionately refunded. There cannot be any further claims for compensation. Seminars and/or course modules will mainly take place at Tibet Center Institute in 9376 Knappenberg. In case of an overlap of dates, events will take place in nearby seminar rooms and/or houses. Travel costs, cost of accommodation and board are not included in the course fee.

## **9. DOCUMENTATION & PUBLISHING**

Participants explicitly agree that the organizer or an authorized third person is allowed to use all kinds of image and/or audio recordings (television broadcast, video, pictures, etc.) of them made at the event free of charge and unlimited in time and space through every kind of technical procedure (current day or future) as well as for commercial purposes in edited form. Participants further agree to make their written final exams (if any) available for publication on the website of Tibet Center and accept that a group picture may be used for documentation.

## **10. DISCOUNT**

In particular cases – i.e. low income - the organizer can grant a discount. However, there is no claim of suchlike.

## **11. AUDIO AND VIDEO RECORDINGS, WRITTEN SUPPORTING DOCUMENTS**

Audio and video recordings of any kind are prohibited during the event. The organizer is the copyright holder of the audio and/or video recordings as well as of the written supporting documents that are provided to the participant and are for personal use only. It is prohibited to make copies of the audio and video recordings, the written supporting documents (total or partial) as well as their dissemination to a third party. In case of violating the above mentioned, the organizer has the right to expel the participant from the course without refunding the course or event fee.

## **12. LIMITATION OF LIABILITY**

Participation in the events takes place at own risk. Liability of property damage and financial loss is limited except in cases of negligent behavior of the organizer. In case of injury to persons the organizer is liable only in cases of culpable neglect of duty of his legal representatives or assistants. Any defects and/or damages that occurred during the event have to be immediately reported to the organizer. In case of violating this obligation the owner loses his claim of refunding the admission unless the defect is due to the organizer's negligent behavior.

## **13. DATA PROCESSING AND USAGE**

The addresses and dates on the application sheet will be stored and processed electronically. In the course of the event, the organizer can use them to send further information about his events and the like. That is also true for the exchange of data among participants of the events. The organizer can provide participants, particularly those attending a course, with attendance lists and address data, unless one participant disagrees.

## **14. COMPULSORY ATTENDANCE AND EXCLUSION FROM PARTICIPATION**

**REGARDING DIPLOMA- AND OTHER COURSES:** Attendance is compulsory in some courses as mentioned in the respective course descriptions. Tibet Center can exclude participants due to a lack of qualification, inappropriate behavior that affects the quality of the course, default of payment or other significant reasons. If a participant has missed a part of a course, or has failed an exam, she/he can catch up in a similar course. Fees will be charged. A degree can only be granted when all parts of the course are passed.

**REGARDING SEMINARS, WORKSHOPS ETC.:** If no other prerequisites are mentioned in the event descriptions, an attendance of 100% is required for issuing a confirmation of participation.

Certificates can be awarded for seminar-series and courses and require a positive result of the final exam as well as an attendance of at least 90%.

## **15. CONDITIONS FOR BRINGING YOUR PET**

We really like animals! However, we do not allow pets at Tibet Center's events. The only exception: after having obtained an explicit permission, dogs can be brought along to events if they are on a leash at all times and if do not disturb any other participants. This permission can be revoked at any time without giving a reason. If a participant feels disturbed by a dog, then it has to leave the house. Our priority at all times are our human participants.

## **16. EVALUATION / FEEDBACK**

Evaluation, suggestions, complaints: after each event you will receive a feedback sheet. Please take the time to answer the questions. Your support will help us improve the quality of our program. Your suggestions and critical remarks as well as your positive feedback are important to us and very welcome.

By sending your application you take note of and agree to the General Terms and Conditions (GTC).

**In the event of a dispute the GTCs in original German language are applicable.**