



General Terms and Conditions for Konig UK Training Courses

1. Registration and confirmation

Registration for participation in a training course must be made either in writing or verbally to our training manager. After checking availability and payment terms/payment has been received, you will receive booking confirmation via email to confirm your place on the course.

2. Terms of Payment - Proforma Customer on a general course

After confirming a date, you will receive a proforma invoice for payment. This proforma invoice is **not** confirmation of your place on the course. Your place is confirmed once payment has been made. Upon receiving payment we will send you an official booking confirmation. If other places are paid for before yours, they will take priority which means the date you originally booked might now be unavailable. To avoid disappointment we recommend paying immediately. If payment hasn't been made 14 days before the start of the training course, **your place will be cancelled**. For bookings made within 14 days of the training course, payment has to be made immediately.

3. Terms of Payment - Account Customer on a general course

After confirming a date, we have to receive an official purchase order to confirm your place on the course. Agreement on a date is **not** confirmation of your place on the course. Your place is not confirmed until an official purchase order has been received. Upon receiving an official purchase order we will send you an official booking confirmation. If an official purchase order hasn't been received 14 days before the start of the training course, **your place will be cancelled**. For bookings made within 14 days of the training course, an official purchase order has to be sent immediately.

4. Terms of Payment – Bespoke/On-Site courses

After confirming a date, we either have to receive payment immediately or receive an official purchase order immediately. If this does not happen, the date may be given out to other customers.

5. Rebooking/Withdrawal

You can withdraw your registration for a training course at any time. This can only be done if payment is yet to be made or an official purchase is yet to be received.

Once payment has been made, you can rebook or cancel your training course confirmation free of charge up to 14 days before the course date for a general course. Within 14 days of the course date, rebooking or cancellation of a training course will occur a fee. This fee is the full cost of the training course. For a bespoke/on-site course you can rebook or cancel your training course for free of charge up to 28 days before the course start date. Within 14 days of the course date, rebooking or cancellation of a training course will occur a fee. This fee is the full cost of the training course.

6. Cancellation by Konig UK

Should Konig UK have to cancel a training course for organisational reasons, no claims for damages can be made however we will take reasonable action to compensate. In this case, the training course fee will either be refunded or an alternate date agreed.

7. Number of Participants – Bespoke/On-Site courses

Whereby a number of participants has been agreed beforehand, this must be adhered to wherever possible. If number of participants changes for whatever reason, this might result in a fee or even cancellation of the course.



8. Safety

The participants are obliged to observe the house rules and the safety regulations of the venue during the training course. For courses held at Konig UK, a safety folder will be made available to read. In the event of violation of these obligations, Konig UK reserve the right to claim damages and/or ask the person the leave.

9. Liability

Konig UK assumes reasonable liability for course attendees whilst on the premises however individuals are responsible for ensuring they do not harm themselves or others and Konig UK accept no liability for loss, damage or theft of objects of any kind whilst on the premises.

10. Exercise material

The sample surfaces (approx. 20 x 20 cm) required by the participants for the practical part of a training course are provided by Konig UK. Since surface technology is subject to continuous development and changing trends are constantly bringing new surfaces and colours onto the market, standard surfaces are made available as practice samples in the sense of the training course contents. However, it is also possible to bring along your own samples in the specified size. Before the training course begins, the training instructor will check whether the samples are suitable for the practical exercises.