



General Conditions for Courses Q.C.M. quality control management AG

1. Registration

All registrations are handled by our back office:
Q.C.M. quality control management AG
Eichholzweg 22-24 Telefon: +41 31 960 40 60
CH-3123 Belp Fax: +41 31 960 40 65
train@qcm.ch www.qcm.ch

2. Information

Please contact our office for information concerning course confirmations, invoices, event dates etc.

3. Course Confirmation

You will receive confirmation of a course within 10 (ten) working days after registration. Issuance of confirmation constitutes a binding contract.

4. Course Fee

Payment is due 10 (ten) days prior to commencement of the course. QCM charges default interest of 5% per annum on all outstanding payments after the end of the due payment period. As a Swiss Company, our invoices are usually issued in CHF. For payment in other currencies, the exchange rate on the invoice date applies.

5. Weekend Premium

For company internal courses conducted on weekends and Swiss Federal Holidays, a 50% surcharge will be included.

6. Services

In the case of external courses, the trainer's travel and accommodation expenses and any additional expenses, which were paid in advance by QCM, will be subsequently invoiced to the customer with a handling fee of 3%.
Course material and certificates as well as beverages, snacks, and lunch are included in the course fee for course held at QCM facility in Bern-Belp and Vienna.

Only certificates will be issued for courses conducted outside of our location.

7. Course Certificate

Upon completion of the course, the participant will receive either a "Certificate of Attendance" or "Certificate of Achievement". The certificate will be issued upon receipt of payment and the participant attended at least 90% of the course.

8. Number of Participants

Open courses are limited to 12 participants however, there is also a minimum number of participants required in order for the course to be offered.

9. Course Language

English or German or French

10. Customer Cancellation/Rebooking

The following payment conditions are applicable for cancellation:

Open courses:

- 0 – 5 working days prior to course:
80% of course fee will be charged
- 6 – 10 working days prior to course:
50 % of course fee will be charged
- 11 or more days prior to course:
No charge

Company-internal courses:

- 00 – 05 working days prior course beginning:
cancellation fee 100% of course fee plus possible travel and accommodation expenses.

11. Replacement

Replacement participants are allowed at any time. Immediate notification to the training department with personal details is required.

12. Resignation

No reimbursement (partial or otherwise) will be given if a participant withdraws from the course after commencement.

13. Cancellation by QCM

If a course is cancelled or rescheduled for any unforeseen reason (i.e. illness of the instructor), an alternate date will be arranged. If a participant is not able to take part on the new date, a refund will be made of the paid fees. QCM will not be liable for any claims of compensation for travel, hotel, etc.

14. Copyright

The training material is protected by copyright in which QCM has explicit rights. Permission must be obtained from QCM prior to any other use, storage or distribution.

15. Alterations

We reserve the rights to adjust course fees, contents as well as performance dates and locations.

16. Place of Jurisdiction

Bern, Switzerland is the place of business and therefore QCM falls under Bern's legal jurisdiction.

17. Privacy Policies



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Due to the fact that QCM is an approved training organization we archive the training certificates for a period of 5 years. Without your notification you agree to this policy.