



Specific terms & conditions of sales

Trainings & Events NBN

NBN organises training courses, events and webinars on standards and standardisation.

These conditions apply to all training courses, events and webinars, whether free or paying, organised by NBN.

1. Context

In these conditions, we distinguish between:

- **Participation in a paying training course or event:** You participate in a paying event or a paying training course of NBN such as a training course on ISO management systems or a one-day training course.
- **Participation in a free training course or event:** You take part in a free NBN event such as the Thank You Event, a free webinar or a free training course such as the expert training course.

2. Invoicing and payment

By registering, you agree to pay for the training course. Unless stated otherwise, catering and teaching materials are included in the price, as specified in the course description. All prices quoted are exclusive of 21% VAT.

The registration fee must be paid no later than 30 days after the billing date. No other payment terms will be accepted. If the invoice remains unpaid on the due date (the value date of the NBN bank account serves as proof), the amount will automatically be increased by right and without prior notice by way of indemnity by 10 % of the principal amount, with a minimum of 25 euro. This indemnification does not affect the NBN's right to claim compensation for any legal costs and for all recovery costs.

3. Cancellation

a) Cancellation by NBN

NBN makes every effort to allow scheduled training courses to take place. Under certain circumstances and for objective reasons (such as the absence or prevention of a speaker or an insufficient number of participants), NBN may cancel a training course. In that case, already registered participants will be informed and may choose to participate in a subsequent session of this training. If the participant does not opt for a later session, he or she will be refunded the registration fee paid.

b) Cancellation by the participant

i) Paying training courses or events

If participants wish to cancel their registration, they must do so by sending an e-mail to the organisers at the following address: learningsolutions@nbn.be. To avoid costs, you may always be replaced by a colleague free of charge. If you choose to participate in a subsequent session of the same course, you may do so once free of charge thereafter this will also be considered a cancellation and the same conditions and principles will apply.

Applicable principles in case of a cancellation:

- In case of cancellation of registration up to 21 days before the start of the training or event, he or she can do so free of charge.
- In case of a cancellation less than 21 days before the start of the training course or event, the total amount of the registration will be due

An e-learning cannot be cancelled as the participant received immediate access to the online courses. The participant retains access to the e-learning for one year. For courses where the e-learning is part of the training path, the e-learning is always charged (€250 excl. VAT) for the remaining registration amount, the above principles apply.

In case of force majeure situations recognised by case law, the registration will be cancelled, without compensation at the expense of the participant.

If a registration is cancelled due to illness and if the participant can provide a medical certificate to this effect, there are two options: reimbursement via credit note or registration for a subsequent session. In the latter case, we automatically transfer the already paid participation fee to the new file.

ii) Free training courses or events

The organisation of free training courses and events entails costs for NBN. If participants wish to cancel their registration, they must do so by sending an e-mail to the organisers at the following address: learningsolutions@nbn.be. To avoid costs, you may always be replaced by a colleague free of charge. If you choose to participate in a subsequent session of the same course, this is also considered a cancellation and the same conditions and principles apply.

Except for cancellation of an enrolment due to illness and if the participant can provide a medical certificate to this effect, the following principles apply in case of cancellation or non-participation:

- In case of cancellation of registration and notification up to 7 working days before the start of the training course or event, he or she may do so free of charge.
- In case of non-participation in the training or event, or in case of cancellation less than 48 hours before the training or event, a no show fee of 75 euros is due.

A registration is cancelled ipso jure and at no cost to the participant in all force majeure situations recognised by the legislator and case law.

iii) Free webinars

If participants wish to cancel their registration, they may do so free of charge by sending an e-mail to the organisers at the following address: learningsolutions@nbn.be.

4. Copyright

The standards and training materials are protected by copyright. Standards delivered to participants as part of training courses may not be published, reproduced or distributed in any way or through any medium.

In practice, participants may download available documentation to personal devices. This is provided that the participant is the only one who can access it. However, it is not allowed to reproduce NBN content, such as training materials and documentation.

Users may print working copies of the documentation for personal use, whereby these copies are for personal use only and may not be distributed further. Distribution of the training or documentation through any communication channels, such as print, e-mail, intranet, internet, or use of online AI tools, is not permitted.

Finally, sharing access information, such as logins and passwords for the online e-learning platform, is not allowed. Each user is responsible for keeping his or her login details confidential and must ensure that they are not used by others.

5. General conditions of sale and confidentiality

Unless otherwise stated in these specific conditions of sales, the general terms & conditions of sales and privacy of the NBN shall apply.

You can access them on our website: [General terms & conditions NBN](#)

* These conditions are applicable from 01/09/2024