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D-ICT Solutions Training & Education Services

TERMS AND CONDITIONS FOR TRAINING SERVICES

1. DEFINITIONS

"Agreement" means these terms and conditions and (depending on the type of Training Services) (i) the Booking Form and DICT's acceptance of the Booking Form or (ii) the Proposal.

"Booking Form" means the booking form issued to the Client by DICT or obtained by the Client from DICT's website (which is applicable only for standard Training Services).

"Charges" means the charges for the Training Services set out in the Booking Form or the Proposal.

"the Client" means the client identified in the Booking Form or the Proposal.

"Clause" means a clause in these terms and conditions.

"the Date(s) for the Training Services" means the date(s) upon which the Training Services are to take place as set out in the Booking Form or the Proposal.

"Delegates" means the numbers of the Client's staff who are to receive the Training Services as set out in the Booking Form or the Proposal.

"Expenses" means expenses incurred in respect of travel and accommodation wholly and necessarily for the purposes of the Agreement as may be identified in a Proposal.

"DICT" means D-ICT Solutions Education – a division of D-ICT Solutions B.V. and D-ICT Solutions S.A.R.L.

"Personal Data" means the data which relates to a living individual who can be identified from that data or from that data and other information and which is provided to DICT by the Client.

"Proposal" means the proposal for Training Services accompanying these terms and conditions (which is applicable only for bespoke Training Services).

"the Trainer" means the person delivering the Training Services.

"the Training Location" means the place at which the Training Services are to be provided by DICT as set out in the Booking Form or the Proposal.

"Training Services" means the training services set out in the Booking Form or the Proposal

"Training" means training the instructor led courses, materials, software, books and exams and should be seen as a entire whole when ordering, paying, and cancelling training services.

2. TRAINING SERVICES AND LOCATION

2.1 DICT shall provide the Training Services on the Date(s) for the Training Services and in accordance with these terms and conditions.

2.2 Up until 72 hours before the Training Services are due to commence, DICT may by notice in writing alter the Training Location provided that the new location is within 5 miles of the original location.

3. TRANSFERS, CANCELLATION AND POSTPONEMENT

3.1 If a Delegate identified in a Booking Form or a Proposal wishes to cancel or transfer to another course, the following fees shall be due:

Days notice of cancellation / transfer prior to the commencement of the Training Services (including books, materials and exams) % of Charges to pay

15 or more working days before the course: no cancellation fee.

5-15 working days before the course: 50% cancellation fee

5 days or less 100% cancellation fee

During or after the course 100%

3.2 A substitute delegate may be provided at no cost until 2 days before the course

3.3 Notification of any cancellation or transfer must be made in writing to DICT

3.4 The same conditions apply to cancelling books, materials and exams

4. DELEGATES

Delegates shall act reasonably throughout the training. DICT may remove a Delegate from a course, where, in the opinion of the Trainer, which shall be final, the Delegate is behaving unreasonably.

5. CHARGES AND PAYMENT

5.1 The Charges for Training Services which are subject to a Booking Form shall be due upon booking and shall be paid within 7 days of the date of DICT's invoice, but at all times before the training starts.

5.2 In case of a Partnership Agreement with DICT the Charges for the Training & Exam Services which are subject to a Proposal and related Expenses shall be due upon completion of the Training Services and payable within 30 days of the date of DICT's invoice. Based on the experiences of the paying behaviour of the customer DICT may refuse to offer services before payment is effectuated.

5.3 The Client shall pay the Charges without deduction or set-off.

5.4 Sums due under an agreement are exclusive of VAT which shall be payable by the Client.

5.5 In the event the Client fails to make payment in accordance with an agreement, DICT may:

- 5.5.1 charge interest at the statutory interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998 and amendments thereto per month or part thereof on the unpaid sum for that period the sum remained properly due before and after any court judgement; and/or
- 5.5.2 by notice in writing suspend supply of the Training Services.

5.6. For services above €5000, DICT will require an advanced payment

6. LIABILITY AND ITS EXCLUSION AND LIMITATION

6.1 The Charges are determined on the basis of the limits of liability set out in these terms and conditions. The Client may, by written notice to DICT, request DICT to propose a higher limit of liability subject to an increase in the Charges.

6.2 Clause 6 sets out the entire liability of and exclusion thereof by DICT under and/or in connection with an agreement and in respect of breach of an agreement or statutory duty, representations, statements or tortious act or omission including negligence.

6.3 In no event shall DICT be liable for (whether direct or indirect) any loss of contracts, profits, anticipated savings, revenue, goodwill, business, loss or corruption of data or software programs, financing expenses, interruption in the use or availability of data, stoppage to other work or consequential losses, nor for any indirect losses.

6.4 Subject to Clause 6.5, DICT's liability shall not exceed the Charges.

6.5 DICT and the Client shall indemnify each other against damage to tangible property, whether personal or real, and death or injury to persons to the extent caused by the negligence of the other party provided that:

6.5.1 the other party is immediately notified of any claim and has full power to negotiate and settle any claims;

6.5.2 the total liability of each party to the other for damage to tangible property, whether personal or real, shall be limited to €10.000 in respect of each event or connected series of events and an annual aggregate of €15.000

6.6 Each provision of this Clause shall survive independently.

6.7 Nothing in an agreement shall operate to limit or exclude any liability of DICT which may not be excluded and or limited by law.

6.8 Clause 6 shall apply before and after any termination of an agreement.

7. INSURANCE

The parties shall carry public liability insurance

8. ADVERTISING

8.1 DICT may make reference to a Client's contract within any proposal to further Clients, provided only fundamental facts are divulged and not proprietary and confidential information.

8.2 DICT may store the names of the Delegates for the purpose of advising them of the availability of further courses in the future.

9. CONFIDENTIALITY

The parties shall treat as and keep confidential all information whether of a technical, commercial or any other nature relating to the other party and shall not, during the period of an agreement, or at any time after its termination, divulge any such information to any person not authorised by the divulging party to receive it and shall not utilise any secret or confidential knowledge or information acquired in connection with an agreement to the detriment or prejudice of the other party or use the same for any purposes save for the purposes of an agreement.

10. DATA PROTECTION

10.1 The Client shall ensure that it has in place all necessary consents in connection with Personal Data to allow DICT at all times to perform the Training Services without infringing any third party rights. DICT shall not be liable to perform the Training Services to the extent it is unable to due to a breach of this Clause.

10.2 DICT warrants to the Client that it will only use the Personal Data for the purpose of carrying out its obligations hereunder and that it will ensure that all reasonable and appropriate security measures are in place to protect the Personal Data and that it will destroy or deliver up the Personal Data upon written demand from the Client, and further, that it has in all respects complied with its obligations under the Data Protection Act 1998 and any amendments to or re-enactments thereof.

11. INTELLECTUAL PROPERTY

All intellectual property rights, including copyright, patents and design arising in connection with this Agreement shall belong to and remain vested in DICT and the Client shall execute any document necessary for this purpose.

12. WARRANTY

DICT warrants that in carrying out the Training Services it has and will exercise all reasonable skill and care to be expected of a professional, experienced in such work.

13. HEALTH AND SAFETY

The parties shall comply with all applicable health and safety legislation and codes of practice.

14. TERMINATION

14.1 Either party may terminate an Agreement by written notice:

14.1.1 if the other party fails to remedy a material breach of an agreement within 30 days of written notice identifying the breach and notifying of an intention to terminate; and/or

14.1.2 if the other party makes any voluntary arrangement with its creditors or enters into administration (whether or not pursuant to a court order) or (being an individual or firm) becomes bankrupt or (being a company) goes into liquidation or is deemed under Section 123 of the Insolvency Act 1986 to be unable to pay its debts or is dissolved; and/or

14.1.3 if an encumbrancer takes possession, or a receiver or administrative receiver is appointed, of any of the property or assets of the other party; and/or

14.1.4 the other party threatens to cease to carry on business.

15. RIGHTS ON TERMINATION

Accrued rights, Clauses 5, 6, 7, 8, 9, 10, 11, 12, 15 and 18 and rights by their nature intended to survive termination of an agreement, shall survive any termination of an agreement.

16. ASSIGNMENT

An Agreement is personal to the Client and may not be assigned by the Client in whole or in part.

17. FORCE MAJEURE

Neither party shall be responsible for any failure or delay in performance of its obligations under an agreement (other than the obligation to make payments of money) due to any force majeure event including, Act of God, refusal of licence (other than as a result of any act or omission of DICT) or other Government act, fire explosion, embargo, terrorism, civil disturbance, accident, epidemics, lightning damage, electromagnetic interference, radio interference, strikes, industrial dispute, or any other cause beyond its reasonable control.

18. NON-SOLICITATION

The Client shall not during the term of this Agreement and for 1 year thereafter, entice or solicit for employment with it or any other entity any Trainer who has been engaged to provide the Training Services. D-ICT Solutions is entitled to claim 5000€ per day or at least 15000€ per event, in case the Client uses the Trainer's services other than through D-ICT Solutions. More specifications are written in the Partnership Agreement.

19. ENTIRE AGREEMENT

An agreement sets out the entire agreement between the parties in relation to the subject matter hereof and supersedes all previous arrangements, agreements and representations whether written, oral or implied between the Client and DICT relating to the Training Services.

20. AGREEMENT AMENDMENTS

Any amendments to an agreement shall be in writing.

21. EFFECTIVENESS

An agreement shall be effective upon signature by the parties.

22. THIRD PARTIES

Third parties have no rights under the Contracts (Rights of Third Parties) Act 1999 or any amendment to or re-enactment of it to enforce any provision of an agreement.

23. LAW

An agreement shall be construed in accordance with Dutch law and the Dutch courts shall have sole jurisdiction.