

Conditions of participation

TWK - Test- und Weiterbildungszentrum
Wärmepumpen und Kältetechnik GmbH, Karlsruhe

1. Registration

You can register either

- by email
- fax
- or send a letter to the address/fax no. on the registration forms included in our brochures.

2. Confirmation of registration

Since the number of participants is limited, the registrations will be considered in the order of their receipt. The registration is confirmed in writing following receipt.

3. Participation fee

Please remit the participation fee not later than one (1) week before the course starts to the following bank account: Account No. 10387701, name of bank Volksbank Karlsruhe, bank identification code 661 900 00. In case of last-minute registrations (registration later than one week before the course starts), the fee must be paid on the first day of the course. The participation fee includes hot and cold beverages during the breaks.

4. Cancellation of the registration

In case of a cancellation of the registration up to eight (8) days before the course/event starts, an administration fee of 30 % of the participation fee is charged. The full participation fee will be due for cancellation after this period and/or for non-attendance. A substitute participant may attend the course/event instead of the originally registered participant. The cancellation of registration has to be in writing and must be sent either by email, fax or letter to:

TWK - Test- und Weiterbildungszentrum
Wärmepumpen und Kältetechnik GmbH,
Floridastraße 1, 76149 Karlsruhe
Telefax: 0049 721 97317-11
E-Mail: mailto@twk-karlsruhe.de

Apart from a cancellation of the registration and the substitute participant, a rebooking to another course/event with the same participation fee can be made within the same calendar year free of charge. The rebooking must be made in writing no later than two weeks before the beginning of the originally booked course.

5. Alterations

In well-founded circumstances, e.g. in case of cancellation due to sickness of a course instructor or a lack of participants, we reserve the right to cancel the course/event up to one (1) week before its start. We apologize for any inconvenience. In this case we promptly refund your paid participation fee.

No further claims will be asserted against TWK, except for cases of intentional or gross negligent conduct on the part of legal representatives, employees or other vicarious agents of TWK. In addition to that, TWK reserves the right to make minor changes with regard to the event/course program.

6. Training material

At the beginning of all courses/events we will hand out accompanying training material. The training material is prepared to the best of our knowledge. However, TWK assumes unlimited liability for damages caused intentionally or by gross negligence. In case of slight negligence TWK assumes unlimited liability with regard to claims concerning personal injuries, the giving of a guarantee, undertakings as to quality or according to the Product Liability Act. In addition to that, TWK is held liable for slight negligence in case of fundamental breach of contractual obligations. However, the liability is restricted to contractually typical and foreseeable damages.

7. Copyright notice

The handed out training material is protected by copyright. The reproduction or distribution of this material is prohibited – even in parts – without prior authorization by TWK. The training material is exclusively provided for the participants of our courses/events. All rights reserved by TWK.

8. Privacy notice

Your personal details are digitized for administrative purposes and appear in a list of participants which is directly handed out to every participant at the beginning of the course/event.

9. Certificate of participation

As participant of our courses/events you will obtain a certificate of participation at the end of the course/event. We will hand it out to you or send it by mail. This certificate of participation requires a continuous participation.

10. Insurance

The course participants are insured against accidental damage. However, an insurance against loss of money and items of value is not included. We would therefore like to ask all participants look after their items of value during the course/event.

11. Accommodation

You will receive a hotel list together with your confirmation of registration. Should you have any further questions, please do not hesitate to contact:

Karlsruher Messe- und Kongress GmbH
Geschäftsbereich Tourismus
Telefon: 0049 721 3720-5383 or 84
Homepage: www.karlsruhe-tourism.de

12. Your contact persons

For further information with regard to our training program please contact Mrs. Bejhulowycz, Mrs. Ritz and Mrs. Schlenker (phone 0049 721 97317-0).