

Daikin Service Academy CE - Terms & conditions

1. Registration

- Trainings can be booked via the Daikin Learning Management System (LMS) at <http://academy.daikin-ce.com>.
- Minimum and maximum numbers of participants apply to the trainings. If not stated otherwise, the minimum number of participants is 5, the maximum number of participants is 12.
- Registrations will be considered in the order of their receipt.
- Every registration is binding and booking implies a commitment to pay the fees, mentioned in paragraph 9.
- The training registration will be confirmed in writing (e-mail).
- If the training participation is subject to certain conditions of admission (e.g. certain course prerequisites have to be met/the course requires the participants to have particular qualifications), these are listed separately in the course description. With registration for the course, the participant confirms that he/she holds the required qualification when enrolling.

2. Training Materials

- For most trainings the participants have access to scripts or learning materials which, unless otherwise stated, are included in the training fee.
- Any further use, in particular the storage, reproduction, duplication, distribution, translation, processing and any form of commercial use and disclosure to other persons - even in parts or in revised form - without the explicit Daikin approval is strictly prohibited.

3. Picture, video and sound recordings

- The production of images, videos and sound recordings of learning material, lectures or people during the events and examinations is strictly prohibited without exception.

4. Health and safety during the training

- The participant must comply with all health and safety rules and regulations and any other reasonable security requirements that apply at the premises at which the training courses are provided.
- Instructions of the trainer concerning all health and safety rules and regulations have to be followed without exception.
- The Daikin Service Academy reserves the right to remove any participant from a training course or venue whose behavior is deemed inappropriate by the trainer. In these circumstances, the Daikin Service Academy will neither refund any fees nor reimburse any other costs.

5. Training venues

- All trainings are held at the Daikin Service Academy Training Centers, unless stated otherwise in the training description.
- The Daikin Service Academy is not liable for the loss or damage of the items brought by the participants or valuables at the venue.
- If events are held at the request of the customer at a different location, the latter is obliged to provide the necessary infrastructure and technical equipment. Otherwise, extra or replacement costs incurred in connection to the Daikin Service Academy shall be paid by the training requesting party.
- Activities outside of the training venue that are not part of the training course, e.g. dinner at restaurants or other evening activities are deemed private functions and participants are attending these as private persons. The Daikin Service Academy assumes no responsibilities for these functions.

6. Accommodation

- Accommodation costs are not included in the training fees.
- In case a participant needs accommodation for the duration of the training, Daikin can offer recommendations for a suitable hotel. The reservation will have to be done by the participant.

7. Confirmation of attendance

- Confirmations of attendance will be issued at the end of the training if the participant has attended at least 95% of the training, unless otherwise specified.

8. Examinations & Certifications

- For examinations, generally only persons are admitted who fulfill the required minimum attendance of the training.
- Written exam papers will not be handed out after grading but are accessible on agreement with your trainer.
- Upon passing the final examination, the participant will receive a certificate.
- The certification authorizes the participant to perform the Daikin service case stated on the certificate.
- The certificate will be valid for 2 years after the examination. After expiration of this 2 year period, the participant will have to be re-certified to be authorized to perform the Daikin service case the certification was issued for.
- In case of failing the exam, the participant will not receive a certificate. The participant has the possibility of repeating the exam at a later date.

9. Pricing

- If not indicated differently in the training description or training price list, the standard nominal training fee for trainings is EUR 250,- per participant per training day for trainings held at a Daikin Training Center. For actual pricing and payment terms please consult your local Daikin office.
- All prices for training are exclusive of VAT, unless stated otherwise.
- The training fees include: training materials, attendance confirmation, lunch, coffee & mineral water during the training, exam and certification.
- Any additional costs, other than the above stated, are not included in the training fees (e.g. travel cost, parking fees, accommodation, etc.).
- Invoices are issued after the training. Unless otherwise indicated, invoices are due and payable without deduction immediately after invoicing.

10. Withdrawal

- Participants may withdraw from a training at any given time exclusively through the Daikin Learning Management System. The following withdrawal fees apply:
 - Withdrawal received more than two weeks (14 calendar days) before the training date: no incurring fees.
 - Withdrawal received less than two weeks (0-13 calendar days) before the training date: 50% of standard nominal training fee.
 - No attendance, without withdrawal AKA “no-show”: 100% of standard nominal training fee.
- Withdrawal fees apply regardless of the reasons for withdrawal.
- The withdrawal fee can be waived if a substitute participant is nominated who meets the admission requirements.

11. Cancellation or amendment of training dates by the Daikin Service Academy

- Occasionally it may be necessary to cancel or amend training dates e.g., if the minimum number of participants is not attained or if the trainer is not available due to unforeseen circumstances.
- Should a course be cancelled or if the alternative date is not suitable and payment for that course has already been made, a full refund will be given.
- The Daikin Service Academy will not be liable for any costs incurred by the participants, e.g. hotel cancellation fees.