General Terms and Conditions for Training Courses

2026/10/28

General

These training terms and conditions apply exclusively to all training courses, seminars and workshops of **Flow Science Deutschland** GmbH (hereinafter "we" or "us"). The following general training terms and conditions conclusively govern the contractual relationship between the contracting party (hereinafter referred to as the "Customer") and us. Deviating, conflicting or supplementary terms and conditions of the Customer shall not apply unless we have expressly acknowledged their validity in writing.

Unless otherwise stated, our offers are subject to change and non-binding. Oral collateral agreements require written confirmation.

Conclusion of Contract

A contract shall only be concluded upon our confirmation. By registering, the Customer accepts these training terms and conditions. Participation is personal and non-transferable.

Subject Matter of the Contract

The subject matter of this contract is the provision of training courses by us. The training courses take place either at our registered office or at a location in its vicinity, at another suitable location, or online (web meeting), in German or English. We use the Microsoft Teams software to conduct online training courses and web meetings. The Customer must ensure the full functionality of this software and rule out potential problems, for example those caused by firewalls or antivirus software. For individual on-site training at the participant's premises, we prepare separate offers; in such cases, the Customer shall provide the training environment and the necessary facilities free of charge.

We reserve the right to replace announced trainers with others and to make necessary changes to the event program while preserving the overall character of the event. We are entitled to engage qualified third parties to conduct the training.

If the event cannot be held due to circumstances beyond our reasonable control/force majeure, we will inform the Customer in good time. In this case, the participation fee will be credited to the participant unless a reasonable alternative date can be offered.

Prices and Terms of Payment

The participation fee applies per person and per event. The prices stated are net prices and will be invoiced plus the value added tax applicable on the day of the training. Travel costs, parking fees and accommodation costs are not included.

The full participation fee will be invoiced after the training. A change of the announced trainer, a change in the course of the training or the non-attendance of individual parts of the training shall not entitle the Customer to a reduction of the participation fee.

Termination / Cancellation

The Customer may cancel free of charge up to two weeks before the date of the event. In the event of a later cancellation or non-attendance, we will charge the full participation fee. Cancellations must be made in writing.

If the registered participant is unable to attend, a substitute participant may be named. The registration of a substitute participant must be made in writing and requires our confirmation.

Flow Science Deutschland GmbH
Kackertstraße16-18
52072 Aachen, Germany

Tel. +49 241 608435-0
E-Mail: flow3d@flow3d.de
www.flow3d.de

Amtsgericht Aachen HRB 29535
USt.-IdNr.: DE 281 936 498
Geschäftsführer: Malte Leonhard

Südwestbank Stuttgart
IBAN: DE49 6009 0700 0408 4590 18
BIC: SWBSDESSXXX

We reserve the right to cancel an event for operational or organizational reasons (for example, if the required number of participants is not reached or if the trainer is unavailable). The participant shall not be entitled to any compensation as a result. In this case, the participation fee will be credited to the participant unless a reasonable alternative date can be offered.

Liability

We accept no liability for theft of, damage to or loss of participants' belongings and vehicles. Claims for reimbursement of travel or accommodation costs or for loss of working time are excluded. The events are carefully prepared by the trainers. We accept no liability for the quality, accuracy and completeness of the training materials or for the conduct of the event.

Copyright and Rights to the Services Provided

The training materials are protected by copyright. Any editing, distribution, reproduction or other use of these materials is only permitted with our prior consent. The participant is not entitled to market the training, the training materials or any parts thereof, to make them available in any other way, or to make the services or any parts thereof accessible to third parties.

Bringing audio recorders, photo, film or video cameras into the event for the purpose of recording the content of lectures and/or presentations, as well as producing film or photographic material, is not permitted. In the event of non-compliance with this provision, we are entitled to exclude the participant(s) from the event without compensation.

All rights, including the right of use, to the services provided by us shall remain exclusively with us until all our claims against the Customer have been settled in full. Irrespective of any rights of use we grant to the Customer in respect of contractual services, we reserve the right to use know-how, solutions and methods developed by us and employed within the scope of the agreed services for other customers as well. Models, methods, programs and program modules contributed by us shall remain the sole and exclusive property of us or our licensors. The Customer shall not acquire any rights of use whatsoever to them.

During the event, we take photographs and, where applicable, video recordings, which we use on the basis of our legitimate interest (Art. 6(1)(f) GDPR) for documentation and reporting on our website or on social media. Participants may object to this use at any time, either on site or electronically at flow3d@flow3d.de (Art. 21 GDPR). Portraits, close-ups and use in advertising materials require separate, voluntary consent that may be withdrawn at any time (Art. 6(1)(a) GDPR); further information can be found in our privacy policy.

Final Provisions

Amendments, additions, notices of termination or withdrawal must be made in writing. Should individual provisions of these terms and conditions be or become invalid, the validity of the remainder of the contract shall not be affected. The invalid provision shall be replaced by a provision that comes as close as legally permissible to the economic purpose intended by the invalid provision.

These terms and conditions are governed by German law.

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