

GENERAL TERMS AND CONDITIONS OF ANGLO-AUSTRIAN COMMUNICATIONS (AAC) IN CONNECTION WITH TRAINING AND TRANSLATION SERVICES

TRAINING

REGISTRATION

Every registration or assignment is legally binding. Unless otherwise agreed in connection with a specific event (workshop or training), registrations and assignments are to be undertaken in writing. In order to be able to process your assignment, AAC requires your full details and a description of the services to be provided. Your assignment will be confirmed in writing.

FEES AND OTHER COSTS

Fees and other costs will be set out in the relevant offer. These are to be settled in full within 14 days of receipt of the corresponding invoice.

CANCELLATION AND CANCELLATION FEES

In the case of business-to-consumer (B2C) transactions, you have the right assigned by the Austrian Consumer Protection Act (*KSchG*) to withdraw from the transaction within a period of seven working days (Saturdays shall not be considered to be working days) from the time of the booking in as far as the workshop is not scheduled to take place within this seven-day period. No cancellation fees will be incurred if the above right is exercised. The right to cancel shall only be granted if the cancellation is received by AAC in writing or in person within this cancellation period. Cancellations are otherwise subject to a cancellation fee in an amount of 50% of the agreed fee if cancelled within 30 to 15 days of the first day of the event, in an amount of 75% of the agreed fee if cancelled within 14 to 2 days of the first day of the event, and in an amount of 100% if cancelled at even shorter notice. A cancellation shall be binding once received by AAC in writing or in person. The cancellation fee shall fall payable on the date of the cancellation notice and shall be independent of the grounds therefor and any associated questions of liability. In the case of coaching and training sessions for periods of under four hours, a cancellation fee in an amount of 100% of the relevant session fee (pro rata) shall fall due if cancelled within 24 hours of the agreed appointment.

WITHDRAWAL BY AAC

AAC has the right to withdraw from any workshop event or training session for good cause without incurring any related legal obligations. In such rare cases, any fees paid in advance shall be refunded in full.

CHANGES MADE BY AAC

AAC reserves the right to make changes to a training programme or event, and the location and timing thereof, in the event that the legal basis upon which the related details are based have since changed or in the event that this is necessary on the grounds of changed circumstances, such as the unavailability of the location.

TRANSLATIONS / PROOF-READING

The general terms and conditions of the Vienna Chamber of Commerce for Language Service Providers (available only in German at <https://www.wko.at/service/agb.html>) shall apply with regard to translation and proof-reading services.

LIABILITY

AAC shall not be liable for any claims on the grounds of minor negligence.

DATA PROTECTION

Personal data, as defined by the GDPR legislation, shall be captured and processed electronically, treated as confidential, and solely used for AAC's internal purposes.

LEGAL VENUE

The competent court of law in the City of Vienna shall adjudicate in any and all disputes arising in connection herewith.