

It is important that you read the following terms and conditions, very carefully, before registering. Registering and applying by providing personal information, the Participants declare that they accept the following Terms and Conditions of IED's training courses. If you not wish to accept these terms, please do not register for this course.

The following terms and conditions are different from the ones applied to IED's customized training courses.

Any legal claim, action or proceeding arising from the use of the services provided shall be subject to the jurisdiction of the Courts of the Greek Region, Greece.

1. Company Profile

i) Support from the EU

The European Union is not supporting IED's training courses. No public funds are supporting IED's training courses. IED's training courses cannot be considered an official initiative of the European Union.

ii) IED and the European Commission

IED is not linked or related to the European Commission or to any European body or national government in any respect.

2. Copyright

The training material and the complete content of the website is strictly protected by the Greek copyright law. The content published on this website is property of the IED. It is for personal use only and not for commercial use. The content is not to be reproduced, distributed, transmitted, published, displayed or broadcasted without permission from the IED.

Any photographs taken during the training course by the participants are for personal use only. No audio and video recording is allowed during the training course. Participants that are caught the lectures or the material are obligated to delete it. In case the participant refuses to delete the recording or illegal copied material, will be dismissed from the courses.

3. Publicity

Available Public Free Information

Freely available public information are not being resold or commercially exploited by the IED. The IED does not imply that, that information is only accessible through the official website, or the other connected web platforms and training platforms. It is strongly recommended that all participants and otherwise interested parties consult the EU's official website at www.europa.eu as well as the websites of ministries and other helpdesks. It is also recommended that the interesting parties, before using services by commercial organisations, consult any other official network, supporting organization or EC representation.

Information/Content changing

In terms of information, IED will work in order to deliver up-to-date information to the best of its capabilities. The IED bears no responsibilities for any losses incurred because of a time lapse between the official changes made by the European Union regarding the information or its sources or any changes that might occur in the training and e-learning material. The IED, its partners, agents or employees are not to be held responsible, under any circumstances, for any of the changes mentioned above. The IED and its assets are also not to be held responsible.

Changes by IED

IED reserves the right to edit the content of the information provided in the courses at its own discretion, as well as the general price, and without notice. Indecent or otherwise unacceptable behavior by a participant through IED's communication channels (e-mail, social media platforms, website's contact form, etc.) may result in the temporary or permanent dismissal of the participant to IED's training courses. In the case of permanent dismissal, no refund will be given.

4. Privacy Policy

i) Confidentiality

All personal information provided will be kept strictly confidential and will not be redistributed in any way to third parties. The information provided will be used for accounting purposes, to inform users about changes to the websites, new and upcoming services and/or special services that are deemed beneficial to the user and/or his/her organisation.

ii) Personal rights

IED may take photographs, audio and video recordings during the scheduled events. These materials may be used for promotional purposes for future events and will not be used in an unprofessional manner. The Participants agree that photos may be taken and that they may be used for promotional purposes. Should a Participant wish to not have their photograph taken or used, they must make it clear to IED during the event.

5. Registration with the IED

When booking onto a face-to-face or eLearning training course we require you to register to create an account and provide us with certain information about yourself. In doing this, you agree to:

- Provide true, accurate, current and complete information about yourself as prompted by the registration form
- Maintain and promptly update the data we hold by logging into your account and updating via 'My profile'
- A registration can also be made via internet, mail, fax, or email. The registration is considered granted and legally binding if not rejected by the IED in writing within 2 (TWO) business days after receipt of registration. The registration will be supplemented by a booking confirmation via email.

6. Payment

Payment of the course fee is payable immediately upon receipt of the pro-forma invoice. Where payment is not received or lacking clear assignment to a participant prior to commencement of the course, IED may refuse the relevant participant's participation in that course.

Payment shall be made by cashless bank transfer or by credit cards via Paypal; cash or cheques will not be accepted. IED is not liable for any loss of means of payment. The participant may only offset such claims against IED as are undisputed, legally recognised or recognised in writing by IED. All major credit and debit cards are accepted. A receipt will be sent to you by email from the confirming payment. IED will receive the information needed to verify and authorize your payment card and to process your order and is under strict legal and contractual obligations not to disclose this information to third parties. Please note that if you do not provide accurate details (including type of card and number) or if your credit card company does not authorize payment, your application will be deemed void. The IED will not accept any liability for costs incurred as a result of applications deemed void in this manner.

Sales taxes (VAT, TVA etc.) are charged at the applicable rate depending on the product and/or customer.

We cannot invoice for fees, or accept payment, by instalments.

After applying to a course, the applicant receives an electronic pro-forma invoice via confirmation e-mail. The applicant can only modify the content of the pro-forma invoice by asking IED via e-mail or telephone. IED is responsible for modifying the pro-forma invoice if any mistake is found or any change is settled regarding the invoicing details.

– Other costs (if applicable) and discounts will be charged on the pro-forma invoice.

7. Value Added Tax (VAT)

i) VAT payment

VAT payment obeys the following conditions:

- For Greek legal organisations: VAT is charged.
- For legal persons based in the EU possessing a EU VAT number, and for legal persons based outside the EU possessing a valid national tax number: no VAT is charged.
- For individuals: VAT is charged.
- For all legal entities without a VAT/tax number: VAT is charged.

ii) VAT number

Taxable organisations should certify their validation by their VAT number during the registration. IED will not issue the original invoice without a verified EU VAT number. Organisations without a valid VAT/tax number will be charged VAT of 24% on the invoice.

8. Cancellation, Transfers and Substitutions with respect to Training Courses

IED reserves the right to cancel or arrange an alternative date for a course. In such circumstances IED will endeavor to provide notice of cancellation or change to the Client. In the event of cancellation, the Client will be entitled to a full refund of the course fee but Focus shall not be liable for any other loss or expense arising.

The Client may cancel the course booking by notifying Focus in writing by recorded delivery as soon as reasonably practicable. The Client shall also be deemed to have cancelled the course booking if the delegate does not attend the event. The Client shall be liable to pay a cancellation fee as follows:

Cancellation by the participant will be subject to cancellation charges as follows:

- 20 days or more prior to commencement of the course: service charged subject to current Greek VAT, payable immediately, course fee will be reimbursed,
- two (2) weeks to 20 working days prior to commencement of the course: only 50% of course fee net, subject to current Greek VAT, will be refunded,
- non-attendance or cancellation less than two (2) weeks prior to commencement of the course: 100% of course fee net, subject to current Greek VAT, will be retained by IED.

IED gladly accepts without additional costs a substitute participant nominated in case of a cancellation if the substitute participant is registered at least five (5) working days prior to the commencement of the course.

9. Governing Law & Jurisdiction

All legally binding cases and agreements shall be governed and construed in accordance to the Laws of Greece. As far as legally allowed, the contracting parties hereby submit to the exclusive jurisdiction of the courts of Larissa, Thessaly-Capital Region, Greece.