

Communication courses:

Terms and conditions

These terms and conditions apply to the registration to a communication course organised by The Dandelion Group asbl/vzw. By registering yourself or on another's behalf, you are agreeing to the following terms and conditions. Please read these carefully.

You can register to a communication course online: <https://www.thedandeliongroup.eu/upcoming-events>

We cannot take responsibility if bookings made by other methods do not reach us. When you book online you will receive a first email with a pro-forma invoice. Only once you paid for your registration, it can be considered as confirmed.

We accept and process registrations on the basis that you have followed all the internal procurement procedures of your organisation and you will be charged accordingly. By registering, you are also confirming that the information you submit is accurate and complete.

Registrations are made at your own risk and we cannot take responsibility for registrations booked in error. This responsibility lies with your organisation or yourself, if you are booking as a private individual. Furthermore, The Dandelion Group will not refund the registration fee or any other costs should you register in error and fail to cancel with adequate cancellation notice.

Minimum age

Registration and/or admittance to a communication course shall be limited solely to participants who are 18 years of age or older, due to current health and safety regulations and legislation in effect. Any registration by anyone who is under 18 is unauthorised and in violation of these terms and conditions and will automatically result in the forfeit of their registration.

You hereby accept that identification is to be provided upon request. By registering to a course you represent and warrant that you are 18 years of age or older, and that you agree to and to abide by all the terms and conditions.

Name change

Name change is permitted at any time and at no cost. The substitute has to work for the same company as the original registrant, must be in the same registration category (or additional fees may apply) and the invoicing information must stay the same. Name changes must be emailed to hello@thedandeliongroup.eu, along with the full contact details of the substitute.

Registration

Payment is due within 7 days following the submission of the registration. You will receive an invoice via the confirmation e-mail upon completion of your registration. Once your payment has been received, you will be sent a notification by e-mail including your registration confirmation.

If you do not receive the confirmation e-mail in your inbox, please check your spam folder. If you still do not see the confirmation e-mail, please contact The Dandelion Group at hello@thedandeliongroup.eu.

The invoice will be issued using the invoice details you will provide on the registration form. Please make sure you provide us with the correct information. An administrative fee may apply if an invoice has to be re-issued due to changes in the invoicing information.

The registration will not be considered as confirmed unless registration fees have been paid.

Payment should be made, in EUR only, to the following bank account:

The Dandelion Group asbl
Avenue Henry Dunant 4/61
1140 Brussels, Belgium
BIC: KREDBEBB
IBAN: BE64 7350 5103 8152

Please indicate the participant's name and the type of communication course on ALL payments. All costs are to be borne by the ordering customer.

Electronic payments should be received 2 days prior to the course at the latest.

Cancellation/refund policy

Cancellations must be notified by e-mail to hello@thedandeliongroup.eu and will be subject to the following conditions:

- Cancellation received till 3 working days before the course: full refund minus an administration fee of €50.
- Cancellation received less than 3 working days before the course or no-shows: no refund possible and registration fees may not be transferred to a different event of The Dandelion Group.

Any applicable refund will be processed after the event. Any refund to credit card payments may only be credited back to the original credit card and cannot be refunded to a different card or bank account.

VAT

Even if your organisation is VAT registered, The Dandelion Group has to apply local VAT and pay this VAT to the Belgian authorities.

The Dandelion Group's VAT number is BE0692902177.

Data protection

In order to complete the registration, the registrant has to submit the data in the fields indicated as “required”. Any personal data will be solely used in accordance with current EU and Belgian data protection legislation and will not be disclosed to a third party without the registrant’s prior written consent.

The Dandelion Group and the registrant shall at any time ensure the confidentiality, integrity and availability of the personal data as well as the security of the processing of such data through the implementation of appropriate technical and organisational measures taking into account the nature, scope, context and purposes of the processing and the risk for the rights and freedoms of the registrant.

In case a registrant wants to exercise a right granted by the General Data Protection Regulation (GDPR), all parties shall assist each other. The registrant shall make available to the relevant Party all information necessary to demonstrate compliance with the obligations laid down in the GDPR and allow for and contribute to inspections and audits.

All parties shall notify the relevant party about any breach of personal data within 24 hours after becoming aware of it.

The Dandelion Group reserves the right to take pictures of the communication course and all its attendees and to use these photographs in any internal and external communication related to The Dandelion Group, including, but not limited to, its websites and mobile applications, social media pages, newsletters, publications and annual reports.

By registering for a course, the registrant explicitly agrees to the use of his/her image in any The Dandelion Group publicity material without any compensation in perpetuity. By registering for a course, the registrant agrees that his/her personal data will be processed by The Dandelion Group for registration and handling purposes.

Disclaimer

The Dandelion Group may not be held responsible for any loss, injury or damage to any property, whatever the cause may be in relation to this event. Liability of persons and enterprises providing means of transportation or other services, however, remains unaffected.

The Dandelion Group reserves the right to amend, postpone or withdraw the course for any reason should any circumstances arise that are outside The Dandelion Group’s control (i.e. force majeure including, but not limited to, fire, flood, strikes, labour disputes, war, blockades, riots, acts and/or threats of terrorism and the unavailability of means of transport).

The Dandelion Group will then endeavour to amend or postpone the course but shall not be held responsible for any costs, damages or expenses incurred by registrants.

There may be circumstances that affect you that are beyond The Dandelion Group’s control such as force majeure (please see above). In these instances, the decision and responsibility to attend or not rests solely with the registrant and we are unable to refund registration fees for events that take place despite the circumstances.

In cases falling outside of force majeure, The Dandelion Group will try to provide adequate notice should The Dandelion Group have to cancel or amend a course but reserves the right to amend or cancel a course at any time without liability for any travel, registration or accommodation or other costs.

Any travel/accommodation costs incurred are entirely the registrant's responsibility.

The Dandelion Group does not accept any liability for reimbursement of travel costs unless otherwise stated.

All issues, questions and disputes concerning the validity, interpretation, enforcement, performance or termination of these terms and conditions shall be exclusively governed and construed in accordance with Belgian law. All disputes shall be submitted to the exclusive jurisdiction of the French speaking courts of Brussels, without prejudice to The Dandelion Group's right to initiate proceedings under the laws and before the courts of the registrant's registered office in the event that any sums are due by the registrant to The Dandelion Group.