

## SOC-CMM Training – terms and conditions

The following terms and conditions apply to course registration:

### 1. Privacy

- a. The registration process for the SOC-CMM certified assessor course is performed by SECO institute. Your contact details will be shared with SECO institute for purposes of registration and communication.
- b. Your information is used by SOC-CMM and SECO to keep you updated of your training and for certification purposes.
- c. SECO institute will add you to their alumni after completion of this course. You may choose to opt out.

### 2. Confidentiality

- a. All course material provided to students are intellectual property of SOC-CMM and may not be shared public ally or without consent.

### 3. Payments

- a. That the invoice for the course is paid within 30 days of issue and at least 1 working day before the start of the course.
- b. That all prices mentioned on the SOC-CMM website are excluding VAT and government levies.

### 4. Cancellation or rescheduling

- a. SOC-CMM preserves the right to cancel or reschedule the course if there is insufficient attendance and can do so up to 1 week before the start of the training. Upon cancellation, students will receive a refund of their training fee. Upon rescheduling, the student may choose to either:
  - i. Get a refund of their training fee; OR
  - ii. Attend the course on the rescheduled date against the same fee.
- b. Students may cancel their attendance for the course without financial consequence up to 1 week before the start of the training. Any fees already paid will be refunded in full.
- c. Students may cancel their attendance for the course with financial consequence up to 1 working days before the start of training. You will receive a 50% refund of your training fee.
- d. No refunds are available in case of no-show.

### 5. Attendance and recording

- a. That you have to attend on the selected dates and times and that you cannot attend a class on another date without explicit consent from SOC-CMM and SECO institute
- b. That the course is not recorded and cannot be viewed at a later time.

### 6. Examination

- a. Examination is provided through SECO Institute and their proctoring partner.

- b. Students receive an examination voucher with the course registration. This entitles the student to 1 attempt to pass the exam.
- c. Students can schedule their own exam.
- d. Re-examination is possible, but this requires purchasing a new examination voucher through SOC-CMM.

**7. Liability and indemnification**

- a. SOC-CMM liability for damages or other claims based on culpable breach of contract, tort or on any other ground shall be limited per event (whereby a series of related events counts as a single event) to the amounts (excluding VAT) paid by student or students company for the attendance of the course.
- b. SOC-CMM cannot be held liable for loss of income or other costs resulting from cancellation or rescheduling of a course.
- c. Dissatisfaction with the course contents does not entitle student to a refund.

These terms and conditions are governed by Dutch law. Disputes between Parties which cannot be settled amicably shall be submitted exclusively to the competent court where SOC-CMM is located.