



Conditions of Training

1. Registrations

We request that you send a written registration by mail or e-mail to our training department. Unfortunately we can not accept telephone registrations. Registrations will be accepted in the order that they are received. If your desired training program is already full, you will automatically be placed on the wait list for this date. We will not reregister you for a different training date. If you would like a different training date, please notify us in writing.

2. Registration Confirmation

You will receive a registration notification within 14 days of the receipt of your registration. This notification is not yet definite. Please keep this fact in mind when booking tickets, hotel rooms, etc. Since we require a minimum of 4 participants for our courses, we cannot confirm your registration until 14 calendar days before the beginning of the training program. This registration confirmation will contain all details concerning the training program. In the event that you haven't received notification/confirmation within the above given time frames, please contact our training department.

3. Cancellation by the Course Participant

In the event that a course participant drops out, you may nominate a replacement at no extra cost. If this is not an option, cancellation is possible. Cancellations should be carried out in the same way as the registrations (see 1, Registrations). Cancellation may be made at no charge for up to 21 calendar days before the beginning of the training course. Beyond this deadline up to 7 calendar days, we charge 50%, and beyond 7 calendar days, the full price of the training. In case, as a result of your cancellation, hotel cancellation fees arise as the result of reservations made by us in your name, we will be forced to pass these costs on to you. The cancellation fees defined here are valid even when the training date is rescheduled.

4. Changes and Cancellations by ANDRITZ HYDRO GmbH

If we are forced to cancel a training course for justifiable reasons (for example cancellation by a lecturer, too few course participants), we will not be obligated to pay any remunerations beyond refund of course fees which have already been paid to us. In particular, we are not obligated to pay for possible cancellation fees of hotels, flights, etc. In the case of illness of a course lecturer, we reserve the right to postpone or cancel a training session at any time.

5. Training Location

ANDRITZ HYDRO GmbH
Eibesbrunnengasse 20
A-1120 Vienna

6. Hotel

Hotel costs are not included in the course price. Should you require assistance with a hotel reservation, please inform us when registering. Please settle accounts directly with the hotel.

7. Prices

All prices are given without the addition of VAT. Please transfer the invoice amount to the given account within the payment deadline.

7.1. Course Prices:

Course prices are for one participant and given without the addition of VAT. If the number of participants is less than 3 (at least 2 participants), we charge a surcharge of 30%.

7.2. Workshop Prices

Workshop prices cover the entire workshop and are given without the addition of VAT. A maximum of 6 participants may be sent to a workshop for this price. In the case of more than 6 participants, the workshop price will be calculated on an individual basis.

Should a workshop be held at an agreed upon location other than the "training location" specified in section 5, then we will add the extra costs of meals, transportation, and overnight accommodations of the instructor in the workshop price (hotel, airplane, train, car, taxi, etc.). We will not be able to provide infrastructure such as PCs, training facilities, etc. at remote locations.

8. Services

Small groups allow for intensive supervision by our instructor during the training sessions. Every participant receives a set of training materials for his/her personal use. If required in the context of the training exercises, a PC with English installation or target system—at least one workstation for every 2 participants—will be made available at the "training location" specified in section 5. Beverages and lunch are also included in the price.

Upon successful completion of the training course, you will receive a training certificate.

All other services such as parking charges, arrival and departure, hotel, breakfast, transportation from the hotel to the training location, taxi costs, etc. are not included in the price and must be paid on location.

9. Security and Data Protection

The participants' personal information will be entered in our IT system for preparation, organizational and billing purposes. By registering for the training course, you give your implied consent to the usage of your data. The data will neither be stored collateral nor circulated to third parties.

The equipment used as part of the training course is equipped with the commercially available security measures. For reasons of security, the course participants may neither install programs or data onto the equipment nor establish connections between personal equipment and the training workstations. In particular, the use of a training workstation to establish an internet connection during the training course is explicitly forbidden.

10. Liability

We are not liable for damages caused by the application of skills acquired in the training or by the usage of training materials. We are not liable for the personal property of the participants or for any articles brought to the training course.

11. Copyrights

The training documents may not be reproduced, translated, or used for purposes other than the personal use of the participants without the written consent of ANDRITZ HYDRO GmbH. Software, licenses, activation and access codes used as part of the training course may not be copied or used for any other purposes.

12. Coverage, Written form, Law, Place of Jurisdiction

These conditions apply to all training courses offered by ANDRITZ HYDRO GmbH. All other agreements must be made in writing. The place of jurisdiction is Vienna. These conditions are governed exclusively by Austrian law.