Terms & Conditions

Registration and Payment Process

- Registration for a course can only be done through our website.
- Under COURSES you will find an overview of our courses.
- Each course page describes the course content, location, language in which the course is taught, price and what is included in the price, required prior knowledge, target audience, and the current status regarding accreditation applications/approvals.
- As long as a button with “Add to Cart” is visible, you can register for the respective course.
- By clicking “Add to Cart” the course is added to your shopping cart. Via “Go to Cart” you will enter the order process.
- In step 1 of the order process you get an overview of what is in your shopping cart. Via “Continue with Order” you go to step 2.
- In step 2 you can choose your payment method between “Pay in One Go” or “Pay in Installments”.
- Via “Proceed to Payment” you reach the authorization page where you grant payment authorization.
- By authorizing the payment mandate you declare that you have read and agree to the “Terms & Conditions”, the “Cancellation Terms” and the “Privacy Statement & Policy” of International Lectures.
- By authorizing the payment mandate you commit to paying the full course fee according to your chosen payment method.

Course Level

- All International Lectures courses are postgraduate continuing education programs at the higher professional education (HBO) level, designed for professionals already practicing acupuncture and/or Traditional Chinese Medicine (TCM).
- To participate, the attendee must have completed a basic training program in acupuncture or TCM at the higher professional education (HBO) level, as is also required for membership in the Dutch professional associations NVA and Zhong (both affiliated with the European umbrella organization ETCMA). The courses build upon this prior knowledge.
- The quality level is ensured through:
  - the selection of instructors: internationally recognized experts with demonstrable academic and clinical experience in their respective fields;

  - course accreditation by the Dutch professional associations NVA and Zhong. These associations accredit only continuing education specifically aimed at qualified therapists and evaluate the content, program, and instructor qualifications in advance.

- For each course, the website specifies the required prior knowledge and the accreditation for which the course has been approved.

Payment Options

- For each course we offer various payment options:
  - **One-time payment:** This takes place automatically 14 days before the start of the course
  - **Payment in installments:** The total amount is divided over multiple periods determined by us, evenly distributed
- The first installment payment takes place automatically 14 days before the start of the course. All subsequent payments also take place automatically on the dates indicated on the payment overview.
- You will receive an email notification two days before each direct debit.

Financial Arrangements

- Should you be unable to participate in a course or training for financial reasons, International Lectures is always willing to work with you to find a suitable personal payment solution. Please contact info@internationallectures.com for this.
- When the course fee can be paid in installments, this is indicated in the course description and on the registration form. You will then receive an invoice from us showing the payment terms.

Invoicing and Confirmation

- Immediately after successful registration you will receive a confirmation email from us.
- You will receive the invoice together with the first (or only) payment, 14 days before the start of the course.
- After we have received your payment, you will be added to the course attendance list.
- Please fill in your billing address carefully during registration. After receiving the invoice you cannot change this address anymore.

Non-payment or Late Payment

- If you register within 14 days before the start of the course, the (first) amount is charged immediately upon registration. If this payment

fails, your registration is not completed. In that case, please contact International Lectures.

- If a scheduled automatic debit fails, for example due to insufficient funds, International Lectures will attempt to collect the amount again 3 days later. The participant will receive an email stating the amount and the new debit date. This gives the participant the opportunity to ensure sufficient funds are available in the account they authorized.
- If the debit fails again, it will be retried every 3 days, each time with an email notification. After two failed attempts, International Lectures will contact you to agree on an alternative payment method or a payment arrangement.
- As long as a payment due before the start of the course has not been received, the participant will not be admitted to the course. International Lectures may deviate from this by mutual agreement. Such an agreement will always be confirmed by email, stating the amount and the final payment date. The payment obligation remains in full force.
- If this contact does not result in payment or a payment arrangement, or if an agreed arrangement is not honored, International Lectures will send a written formal notice. This gives the participant 14 days from receipt to pay, and states which collection costs will be charged if payment is not made.
- If payment is still not made after this formal notice, the participant is in default. International Lectures may then hand the claim over to a debt collection agency. All resulting costs are borne by the participant: statutory interest, extrajudicial collection costs according to the statutory scale, and any legal costs.
- In the event of arrears in an installment payment, the full remaining course fee becomes immediately due and payable.
- If the participant is in default, International Lectures may suspend access to the student account and course materials until the full outstanding amount has been paid. International Lectures may also refuse new registrations from the participant for as long as the arrears remain.
- If a participant sends a replacement (see Cancellation Policy), the original participant remains responsible for payment of the full course fee. This also applies if the replacement has attended, and regardless of any arrangements between them.

Communication

- You can ask administrative and course-related questions by email (info@internationallectures.com) or by phone (+31 6 11269709). We answer your question within 5 working days.

Course Materials

- When the handout is available in your student account one week before the start of the course, you will receive an email notification about this. The Daily Schedule (including any latest Announcements) and the Handout are then accessible via your account.
- Some instructors prefer to make their (complete) presentation/ course content available only after the course. In these cases we will inform you before the start of the course.
- Should a participant not be able to find the Daily Schedule/ Announcements and/or Handout in the student account three days before the start of the course, they should contact International Lectures no later than 3 days before the start through one of the contact options listed under Communication, so that we can ensure you can still access the necessary information in time.

Intellectual Property and Use of Course Materials

- All course materials — handouts, presentations, video recordings, photographs and other content in the student account — are the property of International Lectures and/or the respective teacher and are protected by copyright.
- On registration, the participant obtains a personal, non-transferable licence to access these materials through the student account; the materials are licensed, not sold. They are intended for personal use within the course only. Copying, recording, downloading, sharing, publishing or passing materials on to third parties, in any form, is not permitted. Login credentials may not be shared.
- Making your own photo, audio or video recordings during a course is only permitted with the explicit consent of the teacher, the fellow participants acting as practice subjects and any patients brought in.
- Photographs taken by International Lectures during a course may be used in participants' student accounts and in International Lectures' communications. Participants who object can let us know before or during the course. Patients brought in are only recorded, and such recordings only used, with their explicit consent.
- In case of violation, International Lectures may terminate access to the student account without refund and reserves the right to take further action.

Study Load

- The study load for a course consists of the class days listed in the schedule on the website. Unless otherwise stated for the course, no independent study, preparation, or homework is expected of the participant outside of the scheduled class days.

Certification and Registration

- International Lectures uses an automated attendance system via QR

codes. You will receive a personal QR code before the start of the course (which is also available in your student account) with which you must check in and check out.

- For multi-day courses you must check in and check out every day with your QR code.
- This attendance registration is kept by International Lectures for 10 years and sent to professional associations upon request as proof of your participation.
- The participation certificate is available in your student account/ dashboard immediately after the course ends (after the final check-out). If, for whatever reason, your attendance has not been fully registered, you will receive the certificate within 7 days after this has been corrected.
- For International Lectures' postgraduate continuing education courses: International Lectures does not conduct examinations itself and provides a participation certificate with the awarded accreditation points. Where a course description refers to certification by the teacher or an external organisation, that certification, including any examinations, is the responsibility of that teacher or organisation. Training programmes are subject to their own provisions, which are stated in the relevant programme information.
- Course descriptions reflect the teacher's views and clinical experience. Treatment results mentioned are examples from that experience and are no guarantee of the results in your own practice. Titles or certificates awarded by a teacher or external organisation are not legally recognised degrees.
- International Lectures is not liable for not obtaining accreditation if a professional association has not yet granted accreditation at the time a member of a professional association registers for a course. We always indicate the current status of obtaining accreditations for each course on our website.

Privacy and Confidentiality

- All information provided by participants to International Lectures is confidential to International Lectures, its employees and instructors.
- Email addresses (e.g. from people who want to receive International Lectures' mailing) will never be provided to third parties under any circumstances.
- We will always first ask for permission to provide personal data to third parties, for example if course participants are looking for someone to share a ride with or if course participants are looking for contact details of someone they met during a course.
- Regarding business-sensitive information about business situations, work processes, customer groups and strategies, there is a complete

confidentiality obligation for International Lectures employees, its instructors/guest instructors and companies/organizations with which International Lectures enters into any form of partnership.

- By registering you declare to agree with our Privacy Statement & Policy and the processing of your personal data in accordance with this statement.

Liability, Risks and Admission Requirements

- International Lectures acts solely as an educational provider. Participation in courses, practical exercises and demonstrations is entirely at the participant's own risk. Participants, as qualified practitioners, bear full responsibility for their own professional conduct, including during exercises in which participants perform treatments on one another.

- International Lectures accepts no liability for medical complications, injuries or health issues arising during or as a result of practical exercises, demonstrations or treatments performed between participants, nor for any other damages resulting from participation in the course. The total liability of International Lectures is in all cases limited to the course fee paid by the participant for the course in question, except in cases of intent or gross negligence on the part of International Lectures. Participants indemnify International Lectures against all third-party claims arising from their conduct during the course.

- For specific programmes, additional admission requirements apply regarding prior education, professional registration and insurance coverage; these are explicitly stated in the relevant course information. By registering for such a course and authorising payment, the participant expressly declares:

  (a) to meet all admission criteria as stated in the course information;

  (b) to hold a valid professional liability insurance policy covering the techniques taught during the course for both clinical application and practical exercises; and

  (c) to understand that providing false information regarding qualifications or insurance status will result in immediate exclusion from the certification pathway without entitlement to a refund, and that International Lectures accepts no liability in this regard.

- By registering, the participant confirms having read the above provisions and agrees to participate on their own responsibility.