

TERMS & CONDITIONS

*for individuals & organisations
concerning Entrima's learning service **Intervision**.*

*This service is available per licence.
Each learner requires a licence to access the service.*

Article 1:**Services**

1.1 These general terms & conditions apply to the ENTRIMA online learning service "Intervision".

1.2 The Intervision concerns mentoring via public (online) weekly sessions at fixed times, where a topic is addressed and questions of the Learners are answered. In addition, Learners are member of a community, where they can exchange information and documentation on a continuous basis. An expert of ENTRIMA joins these conversations via chat.

Article 2:**Definitions****A. Supplier:**

"Supplier" concerns "ENTRIMA". ENTRIMA is supplying the mentoring service "Intervision".

B. ENTRIMA:

"ENTRIMA" concerns the trade name of the "Supplier".

C. Client:

"Client" concerns either an individual or an organisation:

- **Individual**

"Client" provides "Supplier" with an assignment, by subscription for the Learning Service for him/herself.

- **Organisation**

"Client" concerns an organisation which provides "Supplier" with an assignment, signed by a representative of this organisation, by subscribing one or more employees of the organisation to the Learning Service.

D. Learning Service:

"Learning Service" concerns mentoring via public (online) weekly sessions at fixed times, where a topic is addressed and questions of the Learners are answered. In addition, Learners are member of a community, where they can exchange information and documentation on a continuous basis. An expert of Supplier joins these conversations via chat.

E. Learner:

"Learner" concerns the individual who is allowed to, and -possibly- does, off-take and consumes the "Learning Service".

F. Assignment:

"Assignment" concerns a "Client" to order "Supplier" to provide "Client" with "Learning Services". "Subscription" results in an "Assignment".

G. Confirmation:

"Confirmation" concerns a written commitment of "Supplier", addressed and sent to "Client", to provide a "Learning Service" to "Client".

H. Subscription

"Subscription" (also referred to as "registration", or "signing up") concerns a formal registration of one or more individuals by "Client" for the off-take of a "Learning Service".

I. Price:

ENTRIMA

"Price" concerns the rate (in euro) of the "Learning Service" (i.e. the price of a "Licence"). "Client" is charged this rate by "Supplier". "Client" has to pay "Supplier" this rate.

J. Licence

"Licence" concerns the right to access and off-take the "Learning Service".

K. Company Licence

A "Company Licence" concerns an agreement for a bundle of "Licences" to be allocated to the employees of the organisation. All "Licences" under a "Company Licence" terminate at the same time, namely at the time the first of these "Licences" expires.

Article 3:**Applicability**

- 3.1 Each "Assignment", "Subscription" or "Confirmation" is subject to these "Terms & Conditions".
- 3.2 Each "Client" and each "Learner" are subject to these "Terms & Conditions".
- 3.3 An "Assignment", "Subscription" and/or "Confirmation" by "Client" or "Learner" indemnifies "Supplier" from all claims by that same "Client" or "Learner".
- 3.4 "Supplier" has the right, and duty, to adjust this document over time, if circumstances require such. The updated version applies to future assignments, not to existing assignments.

Article 4:**Intellectual property**

- 4.1 All rights on the study materials are reserved by "Supplier". Without prior permission from "Supplier", none of the study materials may be copied, duplicated, saved, distributed or made public by means of printing, photo copying, sending, digitalisation, or anything in such sense. "Client" / "Learner" is not permitted to make study materials available to their colleagues, third parties, or anyone else, neither to post it on social media or publish it on the web/Internet, or send it forward by email (soft copy), nor to distribute it physically (hard copy).
- 4.2 A "Learner" is prohibited to distribute a recording of the "Learning Service" and/or to provide the recording as a "Learning Service" (paid or free of charge) to another person, without written permission by "Supplier". Hence, it is prohibited to show a recording to any person (a third party).

Article 5:**Conduct**

- 5.1 "Learner" is not allowed to misuse the "Learning Service".
- 5.2 Misconduct in any form during the off-take of the "Learning Service" is not allowed. Misconduct consists of many varieties, amongst which are bad language, swearing, cursing, calling someone bad names, disrespect, harassment, intimidation, discrimination and dissemination of false or misleading information.
- 5.3 In case of misuse during the off-take of a "Learning Service", the "Supplier" has to right to terminate access of the "Learner", leaving the "Learner" with no rights.

ENTRIMA

Article 6:**Pricing**

- 6.1 Online educational services are offered at a "Price".
- 6.2 The "Price" is in euro (EUR) and exclusive of VAT, unless explicitly stated otherwise.
- 6.3 "Supplier" is entitled to adjust the VAT rate (%) according to actual changes implemented by the relevant tax authority.
- 6.4 A Licence is non-transferable. Hence, accounts cannot be used by others, nor transferred to them.

Article 7:**Payment**

- 7.1 With this "Learning Service" payment is due in advance of delivery of the service, unless explicitly agreed otherwise. Payments are due upon subscription. Access to the "Learning Service" is provided by "Supplier" to "Client" upon receipt of payments made by "Client".

Article 8:**Data protection & Privacy**

- 8.1 "Supplier" has developed a privacy policy which respects GDPR (for details see website).
- 8.2 "Participants" have to login with their own names, not any pseudonym.

Article 9:**Rights & Liability**

- 9.1 All study materials and/or other work developed and/or provided by "Supplier", arising out of (or related to) a "Learning Service", is carefully composed, to the best of "Supplier's" knowledge and/or abilities. However, "Supplier" can in no way guarantee the accuracy and completeness of the shared information, including study materials.
- 9.2 "Supplier's" "Learning Service" may include practical tips, ideas, best practices, opinions, views and possible solutions to cope with practical challenges. Although "Supplier" shall ensure that these expressions are as wise and meaningful as possible, "Supplier" can in no way be held liable for the expressions.
- 9.3 "Supplier" accepts no liability for damages of any kind, resulting from actions and/or decisions based on views and/or opinions provided in the learning environment. A "Learner" is recommended not to base any decision on such views, remarks and/or opinions. Moreover, "Learner" is advised not to enter into any decision without judgment by him/herself. Instead, "Learner" is advised to use common sense at all times and to rely on his/her own professional expertise (or the expertise of their colleagues) and to check any remarks, statements and opinions before these are considered, if at all.
- 9.4 Minor errors in the information shared, materials or related services developed and provided by "Supplier" cannot be a reason for the "Learner" to reject or refuse to off-take the "Learning Service". Neither will "Supplier" reject or refuse to provide the "Learning Service" and/or modify the relevant "Price".

ENTRIMA

- 9.5 "Supplier" has the right to adjust the format of the "Learning Service(s)", when "Supplier" deems this necessary, and as long the "Supplier" believes on the basis of its expertise and experience, this contributes to the improvement of the quality of the Learning Service.
- 9.6 "Supplier" has the right to cancel the weekly session seven (7) times per year. The topic will then be covered during the next weekly session. Supplier will also provide relevant materials to the community via the app.

Article 10:**Cancellation and adjustments**

- 10.1 In case "Client" wishes to cancel "Subscription" for a "Learning Service", once the "Assignment" has been formalised, then refunding does NOT take place. In any case, payment is non-refundable.

Article 11:**Confidentiality & Exclusivity**

- 11.1 "Supplier" and "Client" are obliged to each other to preserve confidentiality of the relevant agreement, documents and related aspects.

Article 12:**Application law & forum choice**

- 12.1 Dutch law is applicable to every "Assignment" between "Client" and "Supplier" (to which these "terms & conditions" apply).
- 12.2 All disputes relating to an "Assignment" between "Client" and "Supplier" (to which these "terms & conditions" apply) will be brought before the competent Judge in the District Court of Amsterdam, the Netherlands.

Amsterdam, 12 October 2023

*Entrima
Beursplein 5
1012 JW Amsterdam
The Netherlands*

info@entrima.org
www.entrima.org