

## General terms and conditions of participation

### Registration

Registration must always be made in writing.

We match our training courses to the group of participants, in other words the target group and the number of participants. The necessary preparations take several days. We therefore ask you to respect the closing date of no later than 14 days before the start of the training course.

Undersubscription or oversubscription to a training course will influence the planned content and the possible teaching methods. Ultimately, this may put successful learning at risk. We therefore reserve the right to cancel training courses on the grounds of undersubscription up to 14 days before the start of the training course or, if the course is oversubscribed, to refuse any further registrations.

Training courses that are no longer planned for due to lack of demand will be withdrawn from the programme without any further notice. Nevertheless, you will still have the option of ordering a training course that is individually matched to your requirements and is designed exclusively for your employees.

Please always wait for us to confirm registration. You and/or the participants you have applied for to attend the training course can only be considered once registration is confirmed.

### Cancellation terms

When spaces on a training course become free due to cancellation by training participants, it is almost impossible to fill these again. This incurs costs for additional administrative work.

If a training participant cancels attendance at the course after registration has been confirmed, we will charge a processing fee of 40,- €. If the cancellation is made less than two weeks before the start of the course, we reserve the right to submit an invoice for 50% of the course fee. The same applies if the training participant fails to appear, but the whole course fee becomes due. If the client nominates a substitute participant, this rule does not apply.

Where training courses are held exclusively for the customer, either in the training facilities of Schaeffler Technologies GmbH & Co. KG or those of the client, a processing fee of 40,- € will also be charged. If the client cancels the course less than two weeks before the date of the course, we reserve the right to charge 50% of the agreed price for the training course. The rule does not apply where a substitute date is agreed and no further costs are thus incurred.

### Secondary costs

We consider travelling time as working time. The costs incurred for travel to and from the destination as well as for overnight accommodation are stated in the inclusive prices stated in our quotation.

Unless otherwise defined in writing, our deliveries and services are provided on the basis of German Law and with reservation of title as well as the terms and conditions of Schaeffler Technologies GmbH & Co. KG that are in force at the time or acceptance of the order. We can upon request send you the terms and conditions of participant by letter or fax.