

# *General (delivery) conditions activities Foundation aMI*

## *August 1, 2023*

In these Terms and Conditions, we use the term activity as a general description for Training, Workshop, Coaching, Conference, Seminar, Webinar and/or use of the OMS (Online MIDAS System) for convenience.

Anyone who registers for an activity enters into a contract with the aMI Foundation.

Participants can register individually for activities organized by the aMI Foundation. In the case of in-company meetings, the agreements made between the organization in question and the aMI Foundation apply.

The start date of an activity is the date on which the first individual coaching conversation with the coach or group contact (activities/workshops/intervision) with the trainer or coach is planned.

## *1. Registration*

- You register for an activity by filling in the registration form that you will find on the website. When we have received your registration, you will receive a confirmation of receipt and the invoice.  
After receipt of the payment of the invoice, your placement is final.

## *2. Cancellation*

By cancellation we mean the cancellation of the registration or moving the starting time of the activity, by the participant or the organization where he or she works. If the aMI Foundation cancels an activity itself with too few participants, no costs will of course be charged.

The aMI Foundation applies the following cancellation policy. This cancellation policy expires when you or your organization ensures that another employee/colleague participates in the activity. This does not apply to activities where completing the MIDAS in advance is part of the activity.



To cancel after your registration has become final:

- You have a statutory cooling-off period of 14 working days in which you may cancel your registration free of charge. After that, your registration will automatically be considered final.
- In case of cancellation equal to or less than 14 working days before the start of the first activity day, 100% of the activity price will be charged (excluding arrangement costs).

In the event of cancellation equal to or less than 8 working days before the start of the first day of activity, the package costs will also be charged.

- If you sign up within a year for the same activity that you previously cancelled, you will receive a 50% discount on the then applicable activity price.
- If you do not appear on the first day of the activity (no show), this will be regarded as a cancellation. Unfortunately, it is then not possible to follow the rest of the activity and you will not receive a certificate (if this is part of the activity). The full cost of the activity and any arrangement costs will be charged.

### *3. Catch up on missed activity days*

In the unlikely event that you miss a day during an activity (not the first activity day), you can contact us for an alternative. Overtaking is not possible at all activities and only if other groups are not full. Making up activity days is limited to a maximum of 2 days. These can only be made up within 6 months and only if they are in stock.

### *4. Quality*

You may expect that the aMI Foundation is committed to delivering the promised quality. The aMI Foundation conforms to the ethical code of conduct as described on our website (see Ethical Code).

### *5. Too few participants*

- Activities will continue with sufficient registrations. The aMI Foundation may cancel the activity without further consequences if there are fewer registrations than the minimum number of participants that you can find on the website, on the page about the activity in question.
- If we cancel an activity, we will let you know at least two weeks in advance.



## 6. *Trainer or location not available*

- If on the day of the activity a trainer, or a location, turns out to be unavailable, for example due to illness of the trainer, we will do everything we can to find a replacement trainer or location.
- We will inform you of this as soon as possible via the (mobile) telephone number you provided when registering.

If the activity has to be cancelled, you can choose from two options.

- You will receive your money back for the relevant activity.
- You follow the next activity, which is planned after an unforeseen cancellation.
- The aMI Foundation is not liable for costs incurred such as travel expenses, nor for consequential damage or indirect damage that arises because a trainer or location is not available.

## 7. *Study material*

- All study material that we distribute automatically becomes yours.
- All study materials written by the aMI Foundation are subject to copyright. You may use it and you may quote it, as long as you clearly credit the source.

## 8. *Privacy*

We treat all information we receive from you confidentially in accordance with our Code of Ethics. This applies to your personal data, but also to everything you show about, for example, your qualities and areas for development.

## 9. *Exoneration clause regarding OMS (Online MIDAS System)*

- The aMI Foundation cannot be held liable for direct or indirect damage resulting from malfunctions of the OMS (Online MIDAS System). Request for individual purchase and payment of MIDAS slots (questionnaires / reports) can be fulfilled directly in OMS with a link to aMI web shop. A graduated purchase for larger numbers will be settled immediately. Invoices are sent automatically after payment via the website.
- Organizations with purchasing administration can also request slots via [OMS-help](#) and receive an invoice by email. OMS help is only accessible to certified MI professionals.
- The MIDAS slots are only opened in the OMS after payment.



## 10. Post shipping and return policies

- Books or training materials (products) can be ordered and paid for via the [webshop](#).
- After receipt of payment, the ordered product will be sent. We carefully do our best to deliver the order to you as soon as possible. We maintain a delivery time of between 3 and 5 days.
- The stated prices are exclusive of shipping costs. The shipping costs are stated with the ordered product.
- Delivery takes place (in the Netherlands) via the postman or parcel deliverer of PostNL. For foreign countries, the rates and delivery conditions applicable there apply. Unfortunately, we cannot guarantee the time of delivery.

## 11. Concern / Return

- It may happen that you want to return an order. Whatever the reason, you have the right to cancel your order up to 14 days after receipt without giving any reason.
- After cancellation you have another 14 days to return the book. You will then be credited with the full order amount excluding shipping costs. Only the costs for returning from your home to the web shop are for your own account. Consult the website of your carrier for the exact rates. If you make use of your right of withdrawal, the product must be returned to us with all accessories supplied and in its original condition and packaging. To exercise this right, please contact us at [info@stichtingaMI.nl](mailto:info@stichtingaMI.nl). We will then refund the order amount due within 30 days after registration of your return, provided that the product has already been returned in good order.
- If the product is damaged or the packaging is damaged more than is necessary to use the product, we can pass on a depreciation of the product to you. So treat the product with care and make sure that it is well packaged when you return it.

## 12. Invoice and Payment

- The aMI Foundation is exempt from VAT. You will therefore receive an invoice without VAT.
- The aMI Foundation sends a digital invoice to the specified e-mail address. You may forward this invoice to the person responsible for payment.
- Payment must be made within fourteen days of receipt of the invoice, unless stated otherwise on the invoice.
- You can pay with iDEAL and Paypal.

