

## General Terms and Conditions

### Validity

Unless otherwise agreed in writing, the following Terms and Conditions form an integral part of all business relationships between SanArena Rettungsschule and its customers, particularly with regard to participation in advertised courses and to contracts made with SanArena. By completing the registration process the participants and contracting partners confirm that they have read and accepted these Terms and Conditions.

### Course organisation

The course programmes and details of what is included in the price can be found in the course description. Minor changes to the course programme may be made. Courses will only be held if the specified minimum number of participants is reached. We expressly reserve the right to cancel or merge courses and to hold courses on more than one date. If SanArena cancels a course, the course fees will be refunded.

### Course fees

Course fees must be paid prior to course commencement. Invoices for all course fees will be issued in good time. Exception: Fees for first aid courses are to be paid on the first day of the course in cash, by Maestro card or by PostFinance card. Receipts will be issued.

### Insurance

SanArena shall not be held liable for any loss or damage arising in respect of any courses or events it organises. It is the responsibility of the participants to arrange sufficient insurance cover. Use of the first aid simulation area is at the participants' own risk. SanArena cannot be held liable for the theft or loss of objects.

### Course confirmation

Course confirmation documents, certificates, etc. will be issued in accordance with the course description, as long as the participant has attended at least 90% of the lessons. Statutory and/or regulatory provisions remain unaffected.

### Cancellations, no shows

If the course is cancelled by the participant, the following fees will be charged to cover costs:

– Up to 30 days prior to course commencement	No fee
– From 29 to 20 days prior to course commencement	25%
– From 19 to 8 days prior to course commencement	50%
– From 7 to 1 day(s) prior to course commencement	75%
– As of course commencement date or in case of a no-show	100% of course fee

For cancellations due to accident or illness, a flat-rate fee of CHF 50 per day cancelled will be charged. In this case, San Arena must receive a doctor's certificate within one week.

### Replacement participants

If the original participant is unable to attend, another person may attend in their place without incurring any extra cost, provided that they fulfil the course criteria.

### Rebookings

For rebookings the date of cancellation is the same as the date of the new booking. Rebookings up to 30 days prior to the date of course commencement incur no fee. For rebookings up to 8 days prior to course commencement the amount charged is the difference between the original course fee and the new course fee plus a rebooking fee of 10% of the original course price. For rebookings from 7 days prior to course commencement to the day of course commencement the rebooking fee is 20% of the original course price.

### Missed lessons

Missed lessons cannot be made up. Refunds of course fees because lessons have been missed are not possible.

### Copyright

It is not permitted to reproduce course materials for personal use or for third parties.

### Place of jurisdiction and applicable law

The place of jurisdiction for any and all disputes arising from the legal relationship with SanArena is Zurich. All contracts are exclusively subject to Swiss law.