SciLink Foundation training application guidelines, terms and complaints regulations

By applying to the event, participants automatically accept the below terms and conditions.

**Course details**
*Varies depending on the topic of the course.*

**Trainer information**
*Varies depending on the topic of the course.*

**The price includes**
*Varies depending on the topic, location and nature of the course.*

**Important information**
There is a minimum number of required registrations for a course. If this minimum is not met, then the course will be canceled, and all registered participants will receive a full refund. The minimum required registrations varies depending on the course.

When you book a training, your participation is pending. We confirm participation when the minimum number of participants have registered. Once the minimum is met, SciLink will send you final confirmation and an invoice for the training.

**Travel and Accommodation**
Applicants should not book any flight or accommodation in relation to this event before the organisers confirm their participation. Confirmation about the payment comes when the number of course registrations reaches the minimum requirement, but no later than 30 calendar days before the course.

Participants must arrange travel and accommodation themselves at their own costs. SciLink is not responsible for any travel cancellations/delays, late arrivals to the training, or problems with accommodation. SciLink highly recommends the purchase of travel insurance.
Cancellation policy
SciLink Foundation is looking forward to your attendance. We keep our classes to a limited size to maximise your learning potential. However, we also recognise that outside factors can affect your ability to participate in our courses.

If you need to cancel your booking, our cancellation policy is outlined as follows:
– Cancellation 30 days prior to course commencement – Full refund minus the booking fee
– Cancellation within 29 days of course commencement – No refund available

To cancel your booking, please contact our office via email at info@scilink.eu or you can cancel it yourself at the Eventzilla page of the event. SciLink Foundation reserves the right to cancel courses based on minimum attendance requirements, or other unforeseen reasons (e.g. sickness of the instructor). In the unlikely event that we need to cancel an event, we will make every effort to support participants with information prior to the course commencement. Participants will have the choice between credit towards the next available course, or a full refund minus booking fees.

SciLink Foundation accepts no liability for costs incurred, including but not limited to, accommodation expenses, travel expenses and travel insurances.

Copyright and Intellectual Property Owners
The course materials provided by SciLink are protected by copyright; whereas course materials provided by the trainer are owned by them. Replication or dissemination of copyrighted materials by participants is not appreciated.

Content and work created by participants during a SciLink training is owned by the participant.

Complaints
If in any case, you need to submit a complaint related to a SciLink event, you may following the below procedure:

1. Send an email to info@scilink.eu in which you describe the experienced issue and are as detailed as possible to help us completely understand your problem. We ensure your anonymity and will treat confidentially all details provided, however to identify the case and handle your problem and help to solve issues the best possible way, we need to identify the exact case.
2. Please address your email to Adam Keszler, Managing Director of the foundation.
3. SciLink will do everything to respond to the query in not more than four weeks.
4. Complaints are to be handled within a four week period. If more time is needed to study, the complaint, the participant will be informed within the time period set, stating the reasons for the delay.
Please note that we record all complaints and keep them in our database for at least 7 years for quality control purposes. If you have any problems with this or do not agree to record, please explicitly ask this during or at the end of the process.

If the complaint cannot be resolved and becomes a dispute, it can be submitted to Maguire Tax and Legal B.V. at info@maguiretl.nl. The cost of the complaint is barred by the SciLink Foundation. The appeal body’s verdict is binding or SciLink. SciLink will take any measures required and will do so promptly.