

## General terms and conditions

1. VOON-Management GmbH undertakes to carry out an assignment and meet deadlines only after a binding order of confirmation has been accepted and signed by both parties.

2. VOON-Management GmbH undertakes never to divulge or allow to be divulged to any person any confidential information relating to the business or affairs of the Client other than to sub-contractors who have signed an appropriate non-disclosure agreement or to others where the Client has expressly or impliedly consented to the disclosure.

3. All intellectual property rights, including copyright, which are capable of existing in any documents, computer software or information or (without limit) other materials created or provided pursuant to this contract by the VOON-Management GmbH shall be and remain the property of VOON-Management GmbH.

4. VOON-Management GmbH will submit an invoice directly after provision of the service. Should the services be rendered over a period of months, regular monthly invoices will be issued accordingly. Invoices are payable 14 days after receipt without any deductions. Interest rates will be charged at 8% above the basic interest rate as stated in §1333 of the Austrian Civil Code.

5. The following cancellation charges apply should the Client cancel an assignment once a proposal for an assignment has been accepted by the Client and a start date has been agreed.

|   |                        |
|---|------------------------|
| Cancellation up to 8 weeks before the agreed date | no charge              |
| Cancellation up to 4 weeks before the agreed date | 25% of the order value |
| Cancellation up to 2 weeks before the agreed date | 50% of the order value |
| Cancellation on the agreed date                   | 75% of the order value |
| Cancellation after the agreed date                | 75% of the order value |

The cancellation fees can be reduced if the customer/client/sponsor provides proof that the actual loss or costs suffered by VOON-Management GmbH are lower.

6. Any services performed outside of the consultant's regular vicinity, which incur costs for VOON-Management GmbH will be reimbursed at the following travel and accommodation rates:

- The official valid kilometre charge if using own vehicle (as from 1.8.2008: €0,42 per travelled km or €0,05 per travelled kilometre and accompanying passenger)
- Other travel expenses (Airfares, Taxi, Rail Travel, etc.) as incurred
- Overnight accommodation costs as incurred

### 7. Registration

Please use the Online Registration form or register per Email. We will confirm the receipt of your registration by E-mail. Approximately two (2) weeks prior to the start of the event, you will receive a written reminder and final information about the event. By registering you automatically accept the general terms and conditions of VOON-Management GmbH.

### 8. Number of participants

Our total capacity for participants is limited. Registration is on a first come first serve basis. In case of cancellation you will be informed in due time.

### 9. *Organisation of the event*

VOON-Management GmbH can assist you in searching for accommodation, but we kindly ask you to pay all relevant bills directly to the hotel. Please bear with us that sometimes there will be a change of schedule, venue or lecturer. In this case you will be notified a.s.a.p.

### 10. *Times*

Our events usually take place between 8:30 a.m. and 17:00 p.m. Changes will be announced.

### 11. *Fees*

The fees include attendance fee, snacks and one meal (except half-day events or shorter). The costs for documentation, illustration and communication (copies, sheets, fax, etc.) will be charged separately. The fee does not include the cost of travel, accommodation and parking. All fees are excl. VAT. Subject to errors and alterations.

12. Any modifications of and/or amendments to this contract or these general terms and conditions must be agreed in writing.

13. This Contract is governed by the substantive law of the Republic of Austria excluding the conflict-of-law rules of international private law. Place of fulfilment is the registered business establishment of VOON-Management GmbH (Salzburg). Jurisdiction in all disputes is the court in Salzburg, Austria.

Unless otherwise defined, the common terms and conditions for consultants of the professional association "Unternehmensberatung und Informationstechnologie, edition March 2012 ([www.ubit.at](http://www.ubit.at)) are applicable.