1. **Scope**

1.1 These general terms and conditions have been adopted on 1 May 2010. As of 17 June 2020 this version applies to any certified continuing education programme and any continuing education programme or activity with certificate of attendance provided by KU Leuven in return for payment, unless otherwise provided by legal or decree provisions or by explicit, written agreement with the customer, as well as to all continuing education programmes and activities provided by KU Leuven for free.

These general terms and conditions do not apply to KU Leuven’s postgraduate programmes.

1.2 Registering for a continuing education implies acceptance of these terms and conditions, even if they should conflict with the customer’s own general or specific conditions of purchase. These are only binding on KU Leuven if they have been expressly agreed in writing by KU Leuven.

1.3 The provider reserves the right to modify the general terms and conditions without personally informing the customer, who will not be entitled to compensation. Existing agreements are subject to the general terms and conditions applicable at the time of registration.

1.4 These general terms and conditions for registration are available on the KU Leuven website and can be obtained upon request.

2. **Definitions**

2.1 The term “customer” shall mean: natural persons or legal persons (on behalf of a natural person) registering for a continuing education programme or activity.

2.2 The term “provider” or “seller” or “KU Leuven” shall mean: the organiser of a continuing education programme or activity, either an individual staff member, or the KU Leuven department / unit organising the event.

2.3 The term “continuing education” refers to a range of in-service training programmes for professional purposes (excluding academic degree programmes, advanced academic programmes (Advanced Master’s programmes), PhD programmes and initial teacher training). Continuing education may include certified continuing education programmes, lectures, study days, seminars, workshops, training programmes, lecture series, etc. Within the scope of these regulations, postgraduate programmes do not fall within the category of continuing education. A description of the continuing education programmes and activities can be found on the organising’s website. Continuing education also includes conferences, symposia and any other term that denotes academic conferences at which 75% of participants are members of academic staff (ZAP, AAP, BAP) of a Belgian or foreign university or university college; annual scientific meetings of European or international associations.

2.4 The terms “registration” and “order” shall have the same meaning.

3. **Details of the provider: KU Leuven**

Oude Markt 13, Box 5005, 3000 Leuven  
Tel.: 016/32 40 10  
Fax: 016/32 40 14  
info@kuleuven.be  
[BTW: BE 0419.052.173]

4. **Registration**

4.1 The registration can be preceded by an application with or without a selection procedure. In that case, the client can only register if they pass the selection procedure and are admitted by KU Leuven. An application does not give the client the right to participate or any other rights.

4.2 Clients can register on the website. It is not possible to register by telephone or fax.

4.3 The customer can register until the registration deadline set by the provider of the continuing education programme or activity. After this date, registrations may be refused. If no registration deadline is specified by the provider, the (start) date of the event will be the deadline for registration.

4.4 The customer can be represented by a designated representative, a staff member, a spouse or any other family member authorized to enter into an agreement with the provider on his behalf.

4.5 By registering, the customer accepts these general terms and conditions.

5. **Cancellation of registration by the customer**

5.1 Registrations can only be changed or cancelled in writing (by regular or registered letter or by email).

5.2 In the case of cancellation before the registration deadline set by the provider of the continuing education programme or activity, 10% of the registration fee, with a minimum of 25 Euro, will be charged to cover administrative costs, also in case the continuing education programme or activity is provided for free.

5.3 In the case of cancellation after the registration deadline set by the provider of the continuing education programme or activity, the full course fee is payable. For continuing education provided for free, an administrative fee with a minimum of 25 Euro can be charged. Materials will only be sent to the customer upon written request by the customer.

5.4 In the case of cancellation, irrespective of the date, because of proven force majeure on the part of the customer, the customer has to pay administration costs: 10% of the registration fee with a minimum of EUR 25, including when a continuing education programme or activity is provided for free.

5.5 Cancellation includes: explicit cancellation and non-attendance at the continuing education programme or activity for whatever reason.

5.6 A person who has registered for a continuing education programme or activity but is unable to participate can be replaced by someone else unless the provider objects. A customer can only be replaced by another participant after notification to the provider no later than 2 working dates before the (start) date of the continuing education programme or activity.
6. Tuition fees and payment

6.1 Fees for continuing education are set by the provider and indicated in the description of the programme or activity. Tuition fees may be changed at any time without notice. If participants have already registered, however, they will be charged the fee applicable at the time of registration.

6.2 The payment method of tuition fees for a continuing education programme or activity is determined by the provider and indicated in the description of the programme or activity. Payments can only be made in the following two ways:
- Without invoice and payment by bank transfer on KU Leuven's bank account BE60 7340 0666 0370 with structured communication 400/xxxx/xxxx.
- Without invoice and payment by credit card via the link indicated on the announcement.
- Without invoice and payment by SME portfolio. The customer has to include in the SME portfolio the structured communication 400/xxxx/xxxx indicated on the announcement.
- Based on an invoice specifying all payment instructions and payment after receiving the invoice with the correct structured communication xxx/xxxx/xxxx.
- Based on an invoice and payment by credit card via the link indicated on the invoice.
- Based on an invoice and payment by SME portfolio. The customer has to include in the SME portfolio the structured communication xxx/xxxx/xxxx indicated on the announcement.

Where possible, the customer has to indicate one of these payment methods when registering. This choice is irrevocable for the programme or activity concerned. Invoices can no longer be issued after the payment has been made.

6.3 Invoices and payment requests issued by the seller are payable to its registered office within 30 days of the invoice or payment request date, unless other terms of payment are specified on the invoice. In the event of failure to pay the invoice or payment request by the due date, an interest of 10% per year on the overdue amount as well as a late payment charge of 10% (minimum 50 Euro) will be payable by law and without notice of default.

6.4 In the event of non-payment of an invoice or payment request by the due date, KU Leuven will be entitled to demand immediate payment of the customer’s outstanding debts, even those not yet due, regardless of agreed terms of payment.

6.5 Unconditional payment of part of the amount claimed will constitute acceptance of the receivable.

6.6 Partial payments will be accepted by the provider without prejudice and with all rights reserved. They will first be applied to any legal costs incurred, then to the outstanding interest, then to the late payment charge and finally to the principal amount. In the event of non-payment by the customer, the provider reserves the right to cancel or postpone activities, provided the customer is informed in writing.

7. Alteration and cancellation by the provider

7.1 The provider is entitled to cancel the registration(s) made by the customer or to change the modality of the continuing education programme or activity for reasons of force majeure, without liability to compensation other than a refund of half the fee paid when the customer does not participate. The provider can cancel the customer’s registration(s) in case of insufficient registrations or in case the teacher(s) are not available, without liability to compensation other than a full refund of tuition fees paid.

7.2 If the provider alters the time, date, venue, or teaching staff of the continuing education programme or activity, unless in case of force majeure, customers can cancel their registration free of charge, with a full refund of any fees paid, but without entitlement to compensation.

8. Intellectual property rights

Application, registration for or participation in a continuing education does not grant the customer the right to copy or disseminate the content or format of this event.

9. Insurance

Customers are insured by KU Leuven against physical accidents and civil liability during participation in continuing education activities, provided that they are registered as students at KU Leuven. This applies especially to:
- participants of postgraduate programmes,
- participants of certified continuing education programmes.

Customers who take part in a continuing education programme or activity other than a postgraduate programme or certified continuing education programme are registered as a participant in the continuing education programme or activity but not as a student of KU Leuven. They are therefore not insured by KU Leuven against physical accidents or civil liability. When participating in this type of continuing education programme or activity, customers fall back on the insurances they have taken out personally or on the insurances provided by their employer if they are participating in a work-related context.

10. Exclusive competence – applicable legislation

9.1 Any dispute regarding the validity, interpretation or implementation of agreements of the present general terms and conditions for registration falls under the exclusive jurisdiction of the courts of the judicial district of Leuven. These courts are expressly recognized and accepted by the customer and by the seller as having exclusive jurisdiction.

9.2 In the event of any dispute between the customer and the provider, Belgian law shall apply.

11. Privacy

The provider agrees to comply with the European Regulation 2016/679 (General Data Protection Regulation (GDPR)) and the ensuing Belgian legislation on the protection of privacy with regard to the processing of personal data.