

General Terms & Conditions FGZ

Please note our general terms and conditions. They shall be deemed accepted unless an exception is otherwise regulated in written form.

Registration

Registrations are accepted via telephone or e-mail; they are binding for both parties after confirmation e-mail submitted from the FGZ.

Payment of the course fees

The course fee is due latest 10 days before the start of the course. The fee can be paid by bank transfer or SEPA direct debit. A SEPA mandate is required for a SEPA direct debit.

If the course registration is made within 10 days before the start of the course, the course fee should be paid promptly, but not later than 24 hours before commencement of the course, as the case may be.

Cancellation and reimbursement

If you are unable to attend a course or seminar for urgent reasons, please cancel on time. On time means 10 days before the start of the event. If the cancellation takes place up to 10 days before the start of the course the entire course fee will be refunded. For cancellations within the last 10 days before the start of the course, the following fees will be deducted from the refund:

- 9 to 5 days before the start of the course: 25% of the course fee
- 4 to 2 days before the start of the course: 50% of the course fee
- 2 days before the start of the course: 100% of the course fee

We will always endeavour to enable rebooking of the course. If you are unable to attend a booked course for urgent reasons. Please note that:

- rebooking is only possible subject to availability.
- a processing fee of 20% of the course fee will be charged for rebooking to another course after the cancellation deadline of 10 days.

The rebooking fees are due promptly, but not later than 24 hours before commencement of the course.

Course cancellation and reimbursement

In case the FGZ needs to cancel a course which cannot be rescheduled, the course fee will be refunded or can be credited to another FGZ course. The FGZ reserves the right to adjust or shorten courses if the number of participants is too low. This will not result in any disadvantages regarding the course content. There will be no refund in this case. Refund of fees for booked individual course dates where participants are unable to attend due to holidays or other personal reasons are not possible.

Special conditions for prenatal courses

If the pregnant woman is unable to attend the course due to special circumstances (e.g. she is in hospital, the baby has already been born or similar), the FGZ will refund the course fee even after the 10-day cancellation period. For this, a doctor's certificate or a copy of the birth certificate is required. This does not apply to absence from the course due to holidays or other personal reasons.

Fee transfers go to the FGZ bank details:

GLS-Gemeinschaftsbank, IBAN DE 20430609678018523500, BIC: GENODEM1GLS

Frankfurter Sparkasse, IBAN DE 93500502010000036103, BIC: HELADEF1822

Please always indicate the course number, customer number and participant name in the reason for payment field.

Fees covered by the health insurance

Our course leaders for prenatal, postnatal and parent-child courses (FABEL) as well as baby massage courses are all trained and certified by the GfG (Gesellschaft für Geburtsvorbereitung - Familienbildung und Frauengesundheit e.V, www.gfg-bv.de).

They are usually neither midwives nor physiotherapists. The course fees are therefore not automatically covered by health insurance. Please clarify in advance whether the costs will be borne.

Association

The FamilienGesundheitsZentrum is being run by the FrauenGesundheitsZentrum e.V. and offers courses and counselling on education, health and parenting.

Contact information

FamilienGesundheitsZentrum

Günthersburgallee 14H

60316 Frankfurt

069/59 17 00

www.fgzn.de

Responsible: Dr. Rosa Rosello Sastre, Managing Director

Liability

The FGZ is only liable for personal injury or damage to property in the event of wilful intent or gross negligence. Liability for theft during the event is excluded. Programme and room changes and errors remain reserved.

Information on the online dispute resolution

The EU Commission has created an internet platform for the online settlement of disputes ("ODR platform"). The ODR platform serves as a contact point for the out-of-court settlement of disputes arising from online service contracts. The ODR platform can be accessed via the following link:

<http://ec.europa.eu/consumers/odr>

Extrajudicial dispute resolution

We are neither willing nor are obliged to participate in any dispute resolution procedure before a consumer arbitration board in accordance with the "Act on Alternative Dispute Resolution in Consumer Matters (VSBG)".

If a provision of these **General Terms & Conditions** is invalid, the remaining provisions and the following explanations shall remain unaffected. The invalid provision shall be deemed to be replaced by a provision that comes closest to the meaning and purpose of the invalid provision in a legally effective manner. The same applies to any loopholes.