

General terms and conditions for booking participation in training courses, workshops, conferences and congresses

1. Field of application

These general terms and conditions govern the contractual relationship between the participant in training courses, workshops, conferences and congresses (hereinafter referred to as "events") and True Sale International GmbH, Mainzer Landstrasse 61, 60329 Frankfurt am Main (hereinafter referred to as "TSI"). Divergent general terms and conditions of the participant do not apply.

2. Registration/confirmation of registration

You may register via the internet or by letter, fax, email or telephone. Registration becomes legally binding only upon our written confirmation.

3. Services

The participation fee is to be understood as per person and event date plus the legally applicable value added tax. It also covers meeting documents, where planned (as handouts or electronic files), lunch and refreshments during breaks. Participation in an event is intended to be for a specific applicant and may not be shared by several people. TSI reserves the right to replace announced speakers by others and to make necessary changes to the event programme without prejudice to the overall character of the event. If an event cannot be held owing to force majeure, because a speaker is unable to take part, because of disruptions at the event location or because there are not enough participants, registered participants will be informed immediately. If there are an insufficient number of participants, cancellation of the event will take place no later than two weeks before the event. In such cases, the event fees will be refunded in full. Participation grants no entitlement to a refund of the cost of travel and overnight accommodation or leave of absence from work, unless such costs are incurred because of gross negligence or deliberate misconduct on the part of TSI. In the event of disruption to services, TSI undertakes to do everything it may be reasonably expected of it to contribute to remedy or to limit the disruption.

4. Due date and payment, delay, offsetting

The participation fee is due within seven working days from receipt of the invoice. Payment is made by invoice or credit card, as decided by the person placing the order. TSI reserves the right to refuse specific methods of payment in individual cases. Cash or cheques may not be sent in payment; in case of loss, TSI assumes no liability. The participant may only offset those claims that have been legally established or acknowledged in writing by TSI.

5. Cancellation

Participation may be cancelled (in writing only) up to 14 days before the start of the event, after which half the participation fee will be due. No shows or cancellations on the day of the event will be liable for full participation fee. If the participant is able to attend the event, TSI will accept a replacement participant at no additional cost.

6. Copyright

All meeting documents at our events are copyright protected. Participants are merely granted a simple, non-transferable right of use for private purposes. In particular, no permission is granted to participants or third parties to change or to edit the event documents – or excerpts from them – or to use amended versions of them, to copy them for the benefit of third parties, to make them accessible or to forward them to the general public, to place them on the internet or in other networks regardless of whether or not a fee is charged, to copy them, to sell them on or to use them for commercial purposes. No copyright notices, identifying features or brand labels may be removed.

7. Liability

The events will be prepared carefully and conducted by qualified speakers. TSI assumes no responsibility for the up-to-datedness, accuracy and completeness of the meeting documents and the conduct of the event.

8. Applicable law, place of jurisdiction and place of performance

These terms and conditions are governed by German law. To the extent permitted by law, the place of performance and place of jurisdiction are Frankfurt am Main.

9. Data protection

TSI protects your personal data. The contractual partner notes that the Organiser will store personal data on the person of the contractual partner with the aid of automatic data processing technology and may, as appropriate, pass such data on to third parties for the purpose of fulfilling the contract. If it is necessary to process personal data and if no legal or contractual basis exists for such data processing, TSI will generally seek to obtain the consent of the contractual partner. The processing of personal data including but not limited to the name, address, email address or telephone number of a data subject will always be conducted in compliance with the General Data Protection Regulation and in agreement with the data protection provisions applicable to True Sale International GmbH. A corresponding agreement on contract data processing within the meaning of §28 of the European Union General Data Protection Regulation (GDPR) has been entered into with all service providers that process personal data.

Any data subject affected by the processing of personal data has the right, granted by the legislator of the respective European Directives and Regulations, to withdraw their consent to the processing of personal data at any time. If a data subject wishes to avail themselves of their right to withdraw consent, he or she may contact the management of True Sale International GmbH, Mainzer Landstrasse 61, 60329 Frankfurt am Main at any time.

The duration of any storage of personal data is determined by the respective statutory retention period or the duration of the business relationship. After the end of such period or the business relationship the corresponding data will be routinely destroyed provided they are no longer required for the fulfilment or negotiation of a contract.