

This cancellation policy is a supplement to the General Terms and Conditions of myHBMcenter (version 15, dated 01-08-2018). They both apply to all services provided as of 1 August 2018.

Cancellation by the client

1. Cancellation of course/training

- a. The client of a course/training has the right to cancel participation in or the assignment for a course/training in writing. The cancellation date is the date of the postmark or the email date.
- b. Cancellation of the course/training by the client is possible until four weeks before the start of the first course or training block without payment of training costs. However, administrative costs to an amount of €200, excluding VAT, will be charged.
- c. If the course/training is cancelled within four weeks before the start of the first course or training block, 100% of the course /training costs will be charged.
- d. The client will not be entitled to a refund if the client or the participant appointed by the client terminates participation early after start of the course/training or no longer participates in it in any other way. In consultation with the client it will be determined whether transfer to another course/training is possible.

2. Cancellation of assignment and/or study

- a. The client is entitled to terminate the assignment in writing. The cancellation date is the date of the postmark or the email date.
- b. Cancellation or modification of data by the client is possible until 8 weeks prior to the date of the assignment. In this case, only administrative costs will be charged, to an amount of 10% of the assignment sum (with a maximum of €200, excl. of VAT per day).
- c. In the event of cancellation or modification between 4 and 8 weeks prior to the assignment, the client is obliged to pay 50% of the agreed assignment sum.
- d. In the event of cancellation or modification up to 2 weeks prior to the assignment, the client is obliged to pay 75% of the agreed assignment sum.
- e. In the event of cancellation or modification within 2 weeks prior to the assignment, the client is obliged to pay 100% of the agreed assignment sum.

3. Cancellation of individual support and coaching

- a. Individual support or coaching can be cancelled or modified free of charge up to 4 working days prior to the session.
- b. In the event of cancellation or modification between 2 and 4 working days prior to the session, the client/participant is obliged to pay 50% of the agreed assignment sum.
- c. In the event of cancellation or modification up to 2 working days prior to the session, the client/participant is obliged to pay 100% of the agreed assignment sum.
- d. The cancellation costs will be immediately due and payable.

Cancellation or modification by the contractor

- a. The contractor has the right to cancel the training course/study programme or assignment without stating reasons therefor.
- b. The contractor has the right to refuse participation of a client or a (replacement) participant appointed by the client without stating reasons therefor. In that case, the client has the right to refund of the full amount due for the course/training or assignment.

Replacement

- a. The client or the participant appointed by the client may, in consultation with myHBMcenter, have another person participate in the course/training or assignment instead of the registered participant if the replacement is announced to the contractor within 24 hours after cancellation of the original participant.
- b. Replacement of a participant in a follow-up course must also be reported to the contractor within 24 hours after cancellation, provided the replacement demonstrably meets the admission criteria set by the contractor for participation in the study programme in question.
- c. Replacement after the start of the training course/study programme is not permitted.

Do you want to cancel?

This can only be done in writing by sending an email to secretariaat@myhbmcenter.com, or by post to the postal address of myHBMcenter: Burgemeester van Karnebeeklaan 15, 2585 BA The Hague. Do you have any further questions on this policy? Then contact our secretarial office at the above email address or by telephone: [+31 \(0\)70 – 209 22 10](tel:+312092210).