

- ✓ **One day of training and consulting consists of 8 hours.**
  - ✓ **For performances which are located more than 30 km from the location of the Primas trainer/consultant we charge**
    - official km allowance (at present: EUR 0,42 for each km by car)
    - other traveling expenses (taxi, train, flight, bus ...) according to expenses
    - costs for accommodation (hotel costs) according to expenses
  - ✓ **For the canceling of dates by the customer the following sums are charged: In the case of trainings:**
    - canceling between 3 and 6 weeks before the agreed date: 30 % of the agreed sum
    - canceling within 3 weeks of the agreed date: 60 % of the agreed sum
    - canceling within 1 week of the agreed date: 80 % of the agreed sum
  - ✓ **For the canceling of dates by the customer the following sums are charged: In the case of consulting services:**
    - 10% of the agreed sum, if an alternative date is fixed
    - 50% of the agreed sum, if the date is cancelled
  - ✓ **For the canceling of dates by the customer the following sums are charged: In the case of tutoring/coaching services:**
    - canceling between 3 und 6 weeks before the agreed date: 30 % of the agreed sum
    - canceling within 3 weeks of the agreed date: 60 % of the agreed sum
    - canceling within 1 week of the agreed date: 80 % of the agreed sum
    - canceling within 24 hours or no-show: 100 % of the agreed sum
  - ✓ **Performances are charged after service provision or – if the performance` duration is longer than one month – proportionately per month. Invoices are immediately due after receiving without any discounts. For payments made later than 1 month after invoicing, interest will be charged.**
  - ✓ **Prices are adjusted annually in accordance with inflation.**
  - ✓ **Persons introduced by Primas under this offer or employed by the client may not be directly contracted or otherwise employed by the client concerned during the period of the contractual relationship and for up to 1 year thereafter.**
  - ✓ **In the course of order fulfillment or for the implementation of pre-contractual measures, personal data is processed by us. This data includes::**
    - Name/s (title, first name, last name), Email address(es), Company, Contact details (street, postcode, city, country, telephone number, fax number), Notes relevant to the area (number of course places, comments, notes)
  - ✓ **In addition, the following data will also be stored by us for the purpose of processing the contract:**
    - Customer contract data (for example, contract object, validity period, customer category), payment transactions / order data, other remarks
- The data provided by you is necessary for the fulfilment of the contract or for the execution of pre-contractual measures. We cannot conclude a contract with you without this data. A data transfer to third parties does not take place, with the exception of the transfer to the Primas consultants and trainers, who are contractually obligated to maintain secrecy. You can find more details in our privacy policy: <https://www.primas.at/en/privacy-statement/>
- ✓ **Any provisions deviating from the General Terms and Conditions must be made in writing.**