



Additional Training Terms – Han Valk Consultancy B.V.

Versie

16/02/2026

Applicable to:

- Han Valk Consultancy B.V. (KvK 75716534)

Table of contents

- 1. General 3
- 2. Applicability..... 3
- 3. Enrolment..... 3
- 4. Group size..... 3
- 5. Payment 3
- 6. Cancellation 3
- 7. Force majeure 4
- 8. Liability 4
- 9. Images & privacy (photo & video) 4
- 10. Trainer contact 4
- 11. Evaluation & complaints 4
- 12. Copyright 4
- 13. Disclaimer..... 4
- 14. Final..... 5



1. General

- These Additional Training Terms supplement the General Terms and Conditions (version 16/02/2026) for Advice and Consultancy of Han Valk Consultancy B.V. In case of conflict, these Training Terms prevail for trainings.

2. Applicability

- These terms apply exclusively to trainings (open enrolment and in-company) provided by Han Valk Consultancy B.V.

3. Enrolment

- Open trainings: enrolment by email stating course name, date and participant(s). Enrolment is final upon written confirmation and receipt of payment. In-company trainings: final upon signed offer. Offer terms prevail.

4. Group size

- Where a maximum applies, places are allocated in order of registration. In case of insufficient enrolment, trainings may be rescheduled or cancelled with refund.

5. Payment

- Course fees due no later than two weeks before start. Late payment may result in rescheduling; cancellation fees may apply.

6. Cancellation

- Cancellation by email only. Free cancellation up to 20 business days before the start date.
- For later cancellations, cancellation fees apply as a percentage of the agreed course fee (excluding VAT):
 - o 10–20 business days before start: 25% of the course fee
 - o 5–10 business days before start: 50% of the course fee
 - o 2–5 business days before start: 75% of the course fee
 - o Less than 2 business days before start: 100% of the course fee
- Substitution by a colleague from the same organization is allowed without additional cost if notified in advance.
- The statutory 14-day cooling-off period applies.

7. Force majeure

- In case of force majeure, Han Valk Consultancy B.V. may reschedule, replace the trainer, or cancel. Free cancellation within 14 days after notice of rescheduling.

8. Liability

- No liability for failure to achieve results. Liability capped at the invoiced amount. No liability for indirect damages.

9. Images & privacy (photo & video)

- Photos, audio and video recordings may be made during trainings. Such material may be used for:
 - o training purposes (e.g., feedback, review, learning), and
 - o marketing and communication purposes of Han Valk Consultancy B.V. or other entities part of the HVFC Group (e.g., website, social media, newsletters),
- Participants may object to marketing use in writing before or after the training.

10. Trainer contact

- Per paid training day: 1 hour of free email/phone support within 2 months after the last training day.

11. Evaluation & complaints

- An evaluation will take place after the training. If the training is rated 5 or lower by the participant this participant will get a free enrolment for another course. Complaints can be shared by email. Complaints will get a response within 4 weeks. Complaints are handled confidentially and retained up to 1 year.

12. Copyright

- Training materials are protected and for personal use only.

13. Disclaimer

- Participation does not guarantee success.

14. Final

- In case of discrepancies, the Dutch version prevails.