



Terms and conditions

1. These terms and conditions apply to all agreements with Frankhuisen Medical Training & Solutions, hereinafter referred to as FMTS, located at Harmelen, Handelsweg 1A, 3481 MJ, regarding participation in or commissioning of training courses, programs, and all other forms of education, as well as consultancy in the broadest sense of the word, hereinafter referred to as "training". Deviations from these terms and conditions are only binding if and insofar as they have been confirmed in writing by FMTS.
2. The agreement between FMTS and the participants or client is established upon submission to FMTS (by post, fax, or e-mail) of the appropriate, signed agreement by the participant or client, through the written confirmation of the registration or assignment signed by FMTS and the client, or through written confirmation by FMTS to the client of their telephone registration or assignment.
3. FMTS reserves the right to cancel a training session or participant without providing reasons, in which case the client/participant is entitled to a refund of the full amount paid to FMTS.
4. FMTS is free at all times to change the training location, the content and setup of the program, and to replace trainers and training materials without the client/participant having any claim to compensation. FMTS will notify the client/participant of any changes as soon as possible.
5. Participation in the training is at the participant's own risk.
6. If safety instructions from the instructor are not followed, the participant may be removed from the course without a refund of the course fee.
7. Intentionally endangering the safety of oneself, fellow participants, or the instructor will result in immediate removal from the course without a refund of the course fee.
8. The course is given in a group setting, depending on the type of course, with a minimum of 3 and a maximum of 15 participants.
9. For companies: If fewer participants than the minimum required for the type of course attend, the costs for the minimum number of participants will be charged unless otherwise agreed.
10. The client is free to determine who will be part of the group of participants.
11. The absence of one or more participants from the course due to illness or other urgent reasons does not affect the continuation of the course.
12. The names, initials, and birthdates of the participants must be known to FMTS no later than 1 week before the start of the course in connection with certificates or diplomas.
13. Participants must be present at the course on time.
14. FMTS provides the necessary materials/equipment, such as first aid supplies, LOTUS, assistant, and resuscitation doll.
15. FMTS will determine the dates and location in consultation with the client/participant.
16. If a course is canceled by the client/participant for any reason, FMTS will charge the following costs:
Cancellation within 2 weeks before the start of the course: 100% of the total course fee;
Cancellation within 4 weeks before the start of the course: 50% of the total course fee;
Cancellation within 8 weeks before the start of the course: 25% of the total course fee.
17. FMTS will only send the client/participant an invoice with the total costs of the assignment after written or verbal confirmation of the assignment/participation or discussion of the course and once the course dates have been set. The invoice must be paid within 30 days.
18. After receiving the invoice, the customer has a payment term of 30 days.
19. Depending on the course, participants will receive a Certificate or Diploma from FMTS, Red Cross, Orange Cross, NIBHV, or NRR shortly after the course date.
20. If participants for any reason do not take the exam or do not continue participating in the course, the full course fee is still due.
21. FMTS does everything to ensure the quality of its training courses. If the client/participant has any comments regarding the quality, they can address them in writing to FMTS.

