

General Terms and Conditions of Participation on DGNB education in GBC Croatia organization

These General Terms and Conditions regulate the relations between the Croatia Green Building Council – GBC Croatia (hereinafter: the Organizer) and the client who applies for access to certain online education (hereinafter: the Client).

1. The Client accepts participation in the online training in accordance with the conditions specified in the advertisement for online training, properly completed and timely submitted application form published on the website of the Organizer or other digital media.

2. The organizer reserves the right not to accept the application form in case of justified reasons. In this case, the Client will be notified as soon as possible.

3. The fee for access to online education (hereinafter: Registration fee) includes participation in online education for one person (hereinafter: Participant).

4. The Client undertakes to pay the Registration Fee in advance to the Organizer's account in accordance with the received pro forma invoice (offer). The Client pays the Registration Fee exclusively according to the received proforma invoice (offer).

5. The Client may withdraw their application, which must be notified to the Organizer no later than 28 days before the event. It is necessary to inform the Organizer about the withdrawal by e-mail to tea.gudicek@gbccroatia.org, and in the title it is necessary to state "Notice of withdrawal from online DGNB Consultant education". In that case, the Organizer undertakes to return the amount of the paid Registration Fee as follows:

a) The following deadlines and costs shall apply to the cancellation of registration:

- Up to and incl. 28th day before start: free of charge
- Up to and incl. 15th day before the start: 50% of the training fee, minimum €100.00
- 14th until 1st day before the start: no cancellation possible, 100% of the training fee

Above and beyond this, a cancellation of registration shall be excluded.

b) In the event that the participant is unable to attend the Event booked by him due to illness, he shall generally be entitled to a one-off rebooking free of charge within a year following the original date of the Event, upon presentation of a corresponding medical certificate. The participant shall not be entitled to reimbursement of costs or rebooking above and beyond that.

c) Participants who do not show up on the day of the Event shall not be entitled to reimbursement of costs, subject to clause b).

d) If the registered Participant is not able to participate in the online training, the Client may replace the registered Participant, no later than 24 hours before the start of the online training.

6. The Organizer undertakes to send to the Client the data for the application for online training no later than the day before the start of the online training. The data contains a link for access to online education and / or access data required for access to online education. Registration data is sent exclusively to the e-mail address of the Participant specified in the application form. The link for access

to online education and access data for access to online education can only be used by a person registered as a Participant and the sharing of this data is strictly prohibited.

Participation in the online Event is possible by using a PC, smartphone or tablet (Mac, PC, iOS, Android, Linux); standard wireless or wired Internet access shall be sufficient. GBC Croatia uses the "Zoom" tool to hold online events.

7. The organizer reserves the right to change the time of the online education in case of need or force majeure. In that case, the Organizer will inform the Client as soon as possible. This shall also apply to circumstances and events that are beyond the control of GBC Croatia DGNB Academy Partner, such as Force Majeure. Payments already made shall be refunded in these cases, costs beyond this shall not be reimbursed. GBC Croatia expressly reserves the right to make changes concerning the speakers, venues or content of the Event. This shall apply only insofar as the changes are reasonable for the participant, there is a factual reason for the changes and the overall character of the event is preserved. Such changes shall not entitle the participant to withdraw from the contract or reduce the fee.

8. In case of technical difficulties that may occur during the online training with the Organizer, the Organizer undertakes to extend the duration of the online training or repeat the online training. The Organizer is not responsible for technical difficulties that may occur with the Client.

9. The Client and the Participant are strictly prohibited from sharing and duplicating materials from online education, recording online education and using other means that would allow monitoring of online education to persons who are not registered Participants in online education.

10. The organizer in accordance with the provision of Art. 10. The Ordinance on the protection of personal data of the controller has a legitimate interest in the processing of personal data of customers for marketing purposes for the sale of their services. The organizer processes the collected personal data and uses them exclusively for the purpose of performing its economic activity. The organizer reserves the right to record online education and guarantees that audiovisual materials are processed and used for the purpose of legitimate interest and that they will not be used for other purposes.

12. By applying for online training, the Client accepts these General Terms and Conditions of Participation.