

Terms of use

<https://www.osram.com/cb/services/terms-of-use/index.jsp>

In addition, the following conditions of edudip GmbH shall apply:

## **§ 1 Fees**

### **I. Participation fees**

The fees for the participation in the webinars (participation fees) conform to the contractual agreements between trainer and participant. The payment of the participation fee is due upon a successful booking. If a participant selects direct debit, he or she is responsible for the generated costs in the case of a failed direct debit (currently 5,95 EUR per failed debit). In case of a chargeback when paying by credit card, the participant is responsible for a cancellation fee of currently 47,60 EUR per chargeback.

## **§ 2 Cancellation charges**

If a trainer cancels his paid webinar, he or she has to pay a cancellation charge of 2,50 EUR net per registered participant. If a participant cancels his registration of a paid webinar, the participant has to pay a cancellation charge of 5,95 EUR.

## **§ 10 Payments**

The edudip GmbH is responsible for the payments relating to the payment of the participation fee between participants and trainers with the following provisions. Since the edudip GmbH acts only as a clearing centre the creditworthiness of members is not checked by the edudip GmbH.

The participation fees are to be paid by the participants before the start of the webinar to the edudip GmbH. Once the payment is received by the edudip GmbH, it provides the participant with a link with which it is possible to participate in the booked webinar.

Via the system of the platform, bills of the bookings are sent automatically via email on behalf of the presenter to the participants. The teachers will automatically receive a copy of the respective invoice by email.

Participation fees are paid by the edudip GmbH to the trainer after the conduction of the webinar.

The edudip GmbH is technically able to determine whether a webinar was performed or not. If edudip determines through such a test that a webinar has not been held or if a teacher notifies edudip about a cancellation of a webinar that has already been booked, the claim of a teacher's withdrawal of the participation fee expires and in this case edudip reimburses the participants' registration fee in full return to the participants. This does not apply for a webinar that was deficient or not implemented in full length.