

General Terms and Conditions (GTC)

These General Terms and Conditions apply to all ECAP training programs. Additional or differing regulations may apply to individual training programs. These will be expressly indicated in the respective announcements or informational documents and will take precedence over the following General Terms and Conditions.

1. Registration

Registration may be submitted in writing using the registration form, by email, online via www.ecap.ch or in person at the information desk of the regional office concerned.

By registering, you agree to a binding contract for the selected training program. If certain program details (e.g., dates, level, class times, or location) have not yet been finalized at the time of registration, the registration becomes binding only once these details are communicated.

By submitting a binding registration, the participant accepts these General Terms and Conditions.

2. Information and advice

Information about ECAP's training program, personal advice, guidance about learning, as well as assessment and placement tests are generally free of charge.

3. Cancellation of registration

Registration may be cancelled free of charge up to seven calendar days before the start of the course.

If the course conditions were not yet known at the time of registration, the registration may be canceled free of charge until they are communicated.

If the registration is withdrawn later than the deadline for free cancellation but before the start of the course, an administrative fee of at least CHF 80.– will be charged.

The cancellation must be submitted in writing.

4. Withdrawal from the course

The terms for early withdrawal are specified in the course information or in the specific course regulations.

If the withdrawal is due to reasons attributable to ECAP, participants will not incur any additional costs. Registration fees already paid will be refunded in accordance with the applicable regulations for the course in question.

5. Absences

In case of absences, there is generally no entitlement to a refund or reduction of the participation fees. As a rule, missed lessons cannot be made up or refunded.

If a participant is unable to attend part of the course due to force majeure (e.g. natural disasters or official orders), ECAP may, at its discretion, grant an appropriate credit towards a future course.

6. Course delivery

ECAP reserves the right to delay, combine or cancel training programs in the event of insufficient participant numbers or for other important reasons.

In such cases, any participation fees already paid will be refunded in full. Any further claims, in particular claims for damages, are excluded.

If it is not possible, or only possible to a limited extent, to hold a face-to-face event due to force majeure or official orders, ECAP is entitled to continue the course, in whole or in part, as distance learning or in another suitable format.

7. Examinations

For examinations leading to the award of a certificate issued by an external certification body, the respective examination regulations and the corresponding provisions governing registration, withdrawal and the conduct of the examination shall apply in addition to these General Terms and Conditions.

8. Course fees

Course fees must be paid within the payment deadline specified on the invoice. Payment by instalments may be agreed before the course begins.

9. Certificate of attendance

Participants will receive a certificate of attendance provided they have attended at least 80 percent of the course. The certificate of attendance includes details of the course duration and the learning content covered.

For programs leading to a formal certification or an examination, the relevant examination and certification regulations apply.

10. Exclusion

ECAP may exclude participants from lessons or from a training program for valid reasons. Valid reasons include, in particular:

- repeated or serious violations of the course regulations
- disrespectful or discriminatory behavior towards other participants or staff
- a threat to safety or the proper running of the course
- failure to pay the required course fees despite a reminder.

Exclusion generally does not entitle the participant to a refund of course fees already paid.

11. Data Protection

ECAP processes personal data exclusively in accordance with applicable data protection legislation and its privacy policy. Personal data is processed only to the extent necessary for the delivery of the training program, administrative purposes and the fulfilment of legal obligations.

12. Amendments to the General Terms and Conditions

ECAP reserves the right to amend these General Terms and Conditions at any time. The version valid at the time of binding registration shall apply.

13. Governing law and place of jurisdiction

Swiss law shall apply exclusively.

To the extent permitted by law, the place of jurisdiction shall be the registered office of the relevant ECAP regional office.