

Business Terms and Conditions 19.01.2021

General Terms and Conditions (GTC) of courses and training

MUA Academy www.muaacademy.net

1. Introductory provisions and definitions

a / These general terms and conditions of courses and training govern the legal relationship between the MUA Academy and the course participant.

b / The organizer publishes information about the courses on its website www.muaacademy.net

c / Electronic applications for the course, published on the organizer's website, represent a proposal for the conclusion of a contract by the organizer.

d / The organizer will contact each participant who has filled in the electronic application by post, telephone or e-mail and will provide him with more detailed information about the course.

e / Completion of the electronic application or the application in printed form represents a valid acceptance of the proposal between the organizer and the participant.

f / GTC are an inseparable part of the organizer's application and form an annex to it after the valid and effective conclusion of the contract.

2. Method of determining the price

a / The price list is published on the website www.muaacademy.net

b / Discounts are published by the organizer on the website for each course.

c / By concluding a contract according to point 1 / e, the participant is obliged to pay the set price of the course and to participate in the given course.

3. Payment terms and method of payment of course fees

a / The course fee must be paid in advance or the entire amount of the course, which is in the application or on the website www.muacademy.net and if the surcharge is in person in cash or by transfer order to the account in the application

b / The supplement to the course price must be paid no later than on the day of the course opening. If the participant joins the course, he is obliged to pay the price of the course in full, regardless of whether he completes the course in full or completes only part of it. Proof of payment for the course must be submitted by the participant at the opening of the course or to the lecturer at the first lesson.

c / The conditions for refunding the price of the course are as follows:

If the course participant notifies the organizer no later than 240 hours before the opening of the course that he / she will not participate in the course, he / she is entitled to a refund of only 10% of the amount already paid.

If he does not announce his non-participation at all, the participant is not entitled to a refund of the course fee and must pay the entire course.

4. Course conditions and obligations of the participant

a / The participant acquires the right to participate in the required course only after crediting the amount of the course fee to the organizer's account or after paying in cash to the organizer.

b / The participant agrees with the form, procedures and methods of teaching as determined by the organizer.

c / The participant acknowledges and agrees that the agreed date of the course cannot be changed, unless otherwise specified by the organizer.

d / Conditions not stated in the course description and in the GTC are not guaranteed by the organizer.

e / The organizer reserves the right, if necessary, to make transfers within the venue, teaching hours and lecturers.

f / The course participant will be admitted to the final exam after completing the theoretical teaching and practical teaching in the full-time form. The organizer decides on admission to the final exams.

g / the participant is obliged to observe confidentiality and secrecy, even after the end of the course, working, organizational, resp. operating rules, hygiene and health and safety rules in the facilities where the course takes place. The participant is also obliged to perform the set tasks, respect the type or method of gaining professional experience during the practice, perform the practice under the guidance and according to the instructions of the lecturer.

h / The participant is fully responsible for all damages caused to the organizer, as well as its contractual partners and organizations in connection with participation in the course and is obliged to compensate them according to the relevant law. If damage occurs, the organizer is entitled to claim damages from the course participant. Course participants are not specially insured and act at their own risk.

i / The participant is obliged to observe discipline, mutual consideration and strict adherence to the teaching regime so as not to cause disruption or obstacles in teaching by his actions (for example arrogant and offensive behavior towards other participants and the lecturer, is under the influence of alcohol or drugs, personal means - clothing, footwear,... for the practical part of the course, insufficient hygiene, does not meet health requirements, or physically or sexually harasses other participants or the lecturer, etc.). Smoking and the use of alcoholic beverages are prohibited in the teaching areas. In case of finding out the above facts, the organizer of the course has the right not to admit the participant to the teaching on the given day, resp. exclude a participant from the course without the right to a refund of fees already paid.

j / The organizer is not responsible for losses and damage to property or health of the course participant incurred during the course. It is the responsibility of the course participant to supervise his / her personal property and not to leave it unattended and to act in such a way that no damage occurs.

k / The course participant declares that he / she is medically fit to participate in the complete teaching of the course, its theoretical and practical part. In case of any obstacles, e.g. medical or personal

In case of problems, he is obliged to inform the organizer of the course about this fact, who has the right to decide on his inclusion or on his exclusion from the course.

I / If required by the accreditation of some courses, the participant is obliged to submit a certificate from a doctor, a medical certificate, a transcript from the criminal record, etc. upon entering the course. Fees for issuing these certificates are not included in the price of the courses.

5. Final provisions

a / The participant agrees that in order to obtain a certificate of completion of the course, he is obliged to comply with the GTC and the certificate of completion of the course will be issued only after payment of the full price of the course.

b / The organizer registers the issued certificates for at least 2 years. In the event of loss of the certificate, it may issue a duplicate of the certificate for a fee.

c / If a group with a minimum number of participants is not formed, the organizer reserves the right not to open the course or may postpone the start date of classes. Access to the course is possible only with the consent of the organizer. The number of course participants is the responsibility of the organizer.

d / By completing and sending an electronic or written application, I give the course organizer consent to the processing of personal data in accordance with the laws on personal data protection for the purposes of administrative processing of the application.

e / I, the participant of the course, agree that the photographic and film shots taken with my knowledge during the course in the classrooms will be used for marketing purposes of the organizer (published on the organizer's website, in the organizer's brochures, etc.).

f / Any complaints or claims must be submitted in writing no later than on the day of the final exam of the completed course.

g / I, the course participant, declare that I have read the General Terms and Conditions of the course before concluding the contract, understood the content and, as a sign of consent, I have followed the application according to point 1.e.