

General terms and conditions / Conditions of participation and cancellation

Last updated: June 2020

Information about your course registration

Registrations can only be completed in writing via the website (online form) or by post. Please fill out a separate form for each course and each person. One's place in a course is not transferable to other persons.

Please note that if you book online, you will first receive an automatically generated e-mail which only confirms your booking request.

As **confirmation of your registration** you will receive a written confirmation from us. If you have given us your e-mail address, you will receive the confirmation by e-mail.

If a course is already fully booked, you will be informed that we have put you on the **waiting list**. If a place becomes available, you will receive a notification from us immediately.

With your registration you **commit** yourself to participate in the entire course and to stay overnight in the house. Deviations must be agreed upon with the course office in advance.

The course fee includes fees and additional costs and the legal value added tax 19%.

We do not reimburse any costs for meals not taken during the course and no board and lodging costs in case of late arrival or early departure.

Each student is fully **responsible** for the activities during the course.

With your registration you allow us to pass on your **personal data** to the respective course instructor. If you do not wish this, please let us know.

Rebooking

Rebooking is possible up to 2 weeks before the start of the course. We charge a fee of **€ 25.00** for processing the rebooking, after which no more rebookings are possible.

Course cancellation

If a course is cancelled by the course management because of insufficient number of participants or for any other important reason, you will be informed immediately. Unfortunately, we cannot reimburse costs for tickets, train cards, etc. that you have already purchased.

Housing costs

For some courses in the program booklet we charge additional house fees from the participants. These are based on different billing methods of the course instructors or increased organizational effort.

Payment

At the beginning of the course you will receive the invoice with the course fee, accommodation and food costs. You pay the total amount at the reception with your Maestro (ec) card.

No cash payment, no credit card.

Alternatively you can pay by **direct debit**:

- When registering for a course, you issue a SEPA Direct Debit Mandate for all payments made during the course in favour of Benediktushof Seminar- und Tagungszentrum GmbH. You also confirm that the SEPA Direct Debit can be successfully executed.
- The period for pre-notification of the direct debit is reduced to 1 day.
- at the beginning of the course you will receive the invoice with the course fee, accommodation and catering costs. At this time the total amount will be collected.
- Costs which arise due to non-payment of the direct debit and which are not caused by Benediktushof GmbH will be charged to the course participant.

Discounts

If you cannot attend a course for financial reasons, the course fees can be reduced via the West-Eastern Wisdom - Willigis Jäger Foundation (West-Östliche Weisheit - Willigis Jäger Stiftung). However, this possibility is only available for Zen and contemplation courses. The course reduction must be applied for at the West-Eastern Wisdom - Willigis Jäger Foundation together with the course registration. Information and forms can be obtained from the course office. For courses other than those mentioned above, the course instructor will decide whether a discount can be granted. Discounts on accommodation and food costs are not possible. In case of a reduced course fee, accommodation is usually in a shared room.

Cancellation conditions

Cancellations are only valid if they are received in writing (letter, fax, e-mail) and confirmed by us. **Regardless of the reason and occasion for the cancellation**, the following cancellation fees apply:

- For cancellations **up to four weeks** before the start of the course, we charge a flat processing fee of **€ 25.00**, for multi-part courses and further training courses **€ 50.00**.
- If you cancel **up to one week** before the course begins or if you do not take part in individual modules of multi-part courses and further training, we charge **50% of the course fee**.
- If you cancel **within one week** before the course starts, we will charge you the **full course fee**. In addition, **75% of the accommodation and food costs** will be charged, unless that there is a waiting list and someone is actually moving up. In this case you only pay the full course fee.
- In case of cancellation on the **day the course starts**, if you do not arrive or if you cancel the course, the **course fee and the accommodation and accommodation costs** will be charged.

We recommend that you take out **cancellation insurance** to reduce your financial risk, e.g. at www.travelsecure.de

After we have received your cancellation, we will send you an invoice for the cancellation fee with a request for transfer to our account. In cases of hardship, you can send a request for a reduction of the fees directly to the management.

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