GENERAL TERMS AND CONDITIONS

DEPLOY Training & Coaching B.V. | Version 2026–2027

1. GENERAL

1.1 These general terms and conditions apply to all offers made by and assignments commissioned from DEPLOY Training & Coaching B.V., unless otherwise agreed in writing. The client's general terms and conditions are expressly rejected.

1.2 An agreement is concluded when the client accepts, in writing or orally, a training course, coaching service or development programme offered by DEPLOY Training & Coaching B.V. and we confirm that acceptance.

2. PERFORMANCE OF THE ASSIGNMENT

2.1 DEPLOY Training & Coaching B.V. performs the assignment using skilled trainers and/or coaches.

2.2 Sessions are scheduled and delivered in consultation. Unless expressly agreed to be binding, stated timeframes are indicative.

2.3 Where necessary, trainers or coaches may be replaced in consultation to ensure continuity.

3. FEES AND INVOICING

3.1 Unless a fixed price has been agreed in writing, invoices are based on the time spent, sessions and participants.

3.2 Rates may be adjusted annually on 1 January, with at least one month's advance notice.

4. PAYMENT

4.1 Invoices must be paid within 30 days of the invoice date to the specified bank account.

4.2 In the event of late payment, administration costs and statutory interest may be charged.

5. CANCELLATION AND NO-SHOW

5.1 Cancellation of training courses must be notified in writing at least 15 working days before the start. For later cancellations, 50% of the agreed amount will be charged up to 5 working days before the start, or 100% if fewer than 5 working days remain.

5.2 Individual coaching appointments may be cancelled free of charge up to 48 hours in advance. Cancellations within 48 hours and no-shows will be charged at the full rate.

6. EARLY TERMINATION

6.1 Either party may terminate the agreement by giving one month's notice. In the event of early termination, invoices will be based on services already provided.

6.2 DEPLOY Training & Coaching B.V. may terminate the agreement with immediate effect in serious circumstances, without liability to pay compensation.

7. CLIENT OBLIGATIONS

7.1 The client will provide all necessary cooperation, including the availability of participants, premises, resources and required information.

7.2 In the event of outsourcing to third parties, the client will cooperate to a reasonable extent if requested.

8. LIABILITY

8.1 DEPLOY Training & Coaching B.V. is not liable for indirect loss, consequential loss or loss of profit.

8.2 Liability is limited to the amount invoiced for the assignment concerned.

8.3 Claims must be submitted in writing within one year after discovery.

9. FORCE MAJEURE

9.1 In the event of force majeure, performance of the assignment will be suspended or the agreement may be terminated without compensation.

9.2 Force majeure includes, among other things, illness of a trainer/coach, pandemics, government measures or disruption of communication systems.

9.3 The client is obliged to pay for costs already incurred and work already performed.

10. CONFIDENTIALITY

10.1 Confidential information about participants, methods or business matters will not be shared with third parties without express consent.

10.2 When participating in a training programme in which participants from different organisations are trained together (a multi-client setting), practical examples, project information or workplace situations may be shared to support the learning process.

Each participant is responsible for deciding whether to share information about their own organisation. Where applicable, participants are advised to obtain prior consent from their employer or other relevant stakeholders.

Participants must treat information shared by other participants as confidential.

DEPLOY Training & Coaching B.V. is not obliged to assess shared information for confidentiality in advance and accepts no liability for loss or consequences arising from information shared between participants within the context of the training programme.

11. INTELLECTUAL PROPERTY

11.1 All methods, formats, learning activities and training materials remain the property of DEPLOY Training & Coaching B.V.

11.2 Distribution or reuse outside the client's organisation is not permitted without prior written consent.

12. STAFF RECRUITMENT

12.1 The client may not employ or commission assignments from a trainer or coach of DEPLOY Training & Coaching B.V. within one year after the end of a programme without written consent.

12.2 In the event of a breach, the client owes compensation equal to the fees for six months of full-time engagement of the trainer/coach concerned.

13. GOVERNING LAW AND DISPUTES

13.1 All agreements are governed by Dutch law.

13.2 Disputes will be submitted exclusively to the competent court in the Netherlands.