

TERMS AND CONDITIONS

Introduction	2
Definitions	2
Our Service	3
Prices	4
Privacy and Cookies	4
Booking a course is free of charge	5
Credit Card or Bank Transfer	5
Prepayment, Cancellation, No-shows.	6
(Further) Correspondence and Communication	7
Intellectual Property Rights	8
Disclaimer	8
Applicable law, jurisdiction & dispute resolution	10
About CertScanner and the support companies	11

Introduction

These terms and conditions, as may be amended from time to time, apply to all our services directly or indirectly (through distributors) made available online, through any mobile device, by email, or by telephone. By accessing, browsing, and using our (mobile) website or any of our applications through whatever platform (hereafter collectively referred to as the "Platform") and/or by completing a reservation, you acknowledge and agree to have read, understood, and agreed to the terms and conditions set out below (including the privacy notice).

These pages, the content, and infrastructure of these pages and the online reservation service (including the facilitation of payment service) provided by us on these pages and through the website are owned, operated, and provided by CertScanner B.V. and are provided for your personal, non-commercial (B2C) use only, subject to the terms and conditions set out below. The relationship that we have with the Institutes are governed by separate terms and conditions which govern the (B2B) commercial relationship we have with each of these Institutes. Each Institute acts in a professional manner vis-à-vis CertScanner when making its product and/or service available on or through CertScanner (both for its business-to-business ("B2B") and/or business-to-consumer ("B2C") relationship). Note that Institutes may have, declare applicable, and/or require (acceptance of) – in addition to the policies and fine print as disclosed on the website, their own (delivery/shipping/carriage/usage) terms and conditions and house rules for the use, access, and consummation of the Course (which may include certain disclaimers and limitations of liability).

Definitions

"CertScanner," "us," "we," or "our" means CertScanner B.V., a limited liability company incorporated under the laws of the Netherlands, and having its registered address at Madame Curieweg 2 – B1, 8501 XC Joure, the Netherlands.

"Platform" means the (mobile) website and app on which the Service is made available owned, controlled, managed, maintained, and/or hosted by CertScanner.

"Course" means the various courses that can be booked by you at an Institute.

"Institute" means the provider of courses on the Platform (whether B2B or B2C).

"Service" means the online purchase, order, (facilitated) payment, or reservation service as offered or enabled by CertScanner in respect to various products and services as from time to time made available by Institutes on the Platform.

"Course Reservation" means the booking, payment, booking, or reservation of a Course.

Our Service

Through the Platform, we (CertScanner B.V. and its affiliate (distribution) partners) provide an online platform through which Institutes—in their professional conduct of business (i.e. B2C or B2B)—can advertise, market, sell, promote, and/or offer (as applicable) their products and service for order, purchase, reservation, rent, or hire, and through which relevant visitors of the Platform can discover, search, compare, and make an order, reservation, purchase, or payment (i.e. the Service).

By using or utilizing the Service (e.g. by making a Course Reservation through the Service), you enter into a direct (legally binding) contractual relationship with the Institute with which you make a reservation or purchase a product or service (as applicable). From the point at which you make your Course Reservation, we act solely as an intermediary between you and the Institute, transmitting the relevant details of your Course Reservation to the relevant Institute(s) and sending you a confirmation email for and on behalf of the Institute. CertScanner does not (re)sell, rent out, offer any course or service.

When rendering our Service, the information that we disclose is based on the information provided to us by Institutes. As such, the Institutes that market and promote their Courses on the Platform are given access to our systems and Extranet through which they are fully responsible for updating all rates/fees/prices, availability, policies, conditions, and other relevant information that gets displayed on our Platform.

Although we will use reasonable skill and care in performing our Service, we will not verify and cannot guarantee that all information is accurate, complete, or correct, nor can we be held responsible for any errors (including manifest and typographical errors), any interruptions (whether due to any (temporary and/or partial) breakdown, repair, upgrade, or maintenance of our Platform or otherwise), inaccurate, misleading, or untrue information, nor non-delivery of information.

Each Institute remains responsible at all times for the accuracy, completeness, and

correctness of the (descriptive) information (including the rates/fees/prices, policies, conditions, and availability) displayed on our Platform.

Our Platform does not constitute and should not be regarded as a recommendation or endorsement of the quality, service level, qualification, (star) rating, or type of accommodation of any Institute (or its facilities, venue, vehicles, (main or supplemental) products or services) made available, unless explicitly indicated or set out otherwise.

Our Service is made available for personal and non-commercial use only. Therefore, you are not allowed to resell, deep link, use, copy, monitor (e.g. spider, scrape), display, download, or reproduce any content or information, software, reservations, Courses, products, or services available on our Platform for any commercial or competitive activity or purpose.

Prices

The prices as offered by the institute on our Platform are highly competitive. All prices for the Courses are displayed including VAT/sales tax and all other taxes (subject to change of such taxes) and fees, unless stated differently on our Platform or the confirmation email. Course prices are per person or group and subject to validity or expiration as indicated on the Course description, if applicable. Applicable fees and taxes may be charged by the Institute in the event of a no-show or cancellation.

Sometimes cheaper rates are available on our Platform for a specific Course or Service however, these rates made available by Institutes may carry special restrictions and conditions, for example non-cancelable and non-refundable. Check the relevant conditions and details thoroughly for any such conditions prior to making your reservation.

If displayed, the currency converter is for information purposes only and should not be relied upon as accurate and real time; actual rates may vary.

Obvious errors and mistakes (including misprints) are not binding.

All special offers and promotions are marked as such. If they are not labeled as such, you cannot derive any rights in the event of obvious errors or mistakes.

Privacy and Cookies

CertScanner respects your privacy. Please take a look at our Privacy Notice and Cookie Policy for further information.

Booking a course is free of charge

Unless indicated otherwise, our booking Service is free of charge because we will not charge you for our Service or add any additional (reservation) fees to the rate. On Booking a course you will pay the Institute the relevant amount as indicated in the Course details (plus—insofar not included in the price —relevant applicable taxes, levies, and fees (if applicable)).

Institutes pay a commission (being a small percentage of the Course price) to CertScanner

Only Institutes which have a commercial relationship with CertScanner (through an agreement) will be made available on Platform (for their B2B and/or B2C Courses). CertScanner is not an open platform, CertScanner does not allow non-professional parties to offer their Courses on or through CertScanner.

Credit Card or Bank Transfer

CertScanner facilitates (through third party payment processors) the payment of the relevant Courses for and on behalf of the Institute (CertScanner never acts nor operates as the merchant of record). Payment is safely processed from your credit/debit card or bank account to the bank account of the Course provider through a third party payment processor. Any payment facilitated by us for and on behalf of, and transferred to the Institute will in each case constitute a payment of (part of) the booking price by you of the relevant Course in final settlement (bevrijdende betaling) of such (partial) due and payable price and you cannot reclaim such paid monies.

For certain (non-refundable) rates or special offers, note that Institutes may require that payment be made upfront by wire transfer (if available) or by credit card, and therefore your credit card may be pre-authorized or charged (sometimes without any option for refund) upon making the Course Reservation. Check the (reservation) details of your product or service of choice thoroughly for any such conditions prior to making your Course Reservation. You will not hold CertScanner liable or responsible for any (authorized, (allegedly) unauthorized or wrong) charge by the Institute and not (re)claim any amount for any valid or authorized charge by the Institute (including for pre-paid rates, no-show, and chargeable cancellation) of your credit card.

In the event of credit card fraud or unauthorized use of your credit card by third parties, most banks and credit card companies bear the risk and cover all charges

resulting from such fraud or misuse, which may sometimes be subject to a deductible (usually set at EUR 50 (or the equivalent in your local currency)). In the event that your credit card company or bank charges the deductible from you due to unauthorized transactions resulting from a reservation made on our Platform, we will pay you this deductible, up to an aggregate amount of EUR 50 (or the equivalent in your local currency). In order to indemnify you, please report fraud to your credit card provider (in accordance with its reporting rules and procedures) and contact us immediately. Please provide us with evidence of the charged deductible (e.g. policy of the credit card company). This indemnification only applies to credit card reservations made using CertScanner's secure server and the unauthorized use of your credit card resulting through our default or negligence and through no fault of your own while using the secure server.

Prepayment, Cancellation, No-shows.

By making a Course Reservation with an Institute, you accept and agree to the relevant cancellation and no-show policy of that Institute, and to any additional terms and conditions of the Institute that may apply to your Course (including the fine print of the Institute made available on our Platform and the relevant T&C's of the Institute), including for services rendered and/or products offered by the Institute. The relevant terms and conditions of an Institute can be obtained with the relevant Institute.

The general cancellation and no-show policy of each Institute is available on their website and will be made available on or through our Platform on the Institute information pages, during the reservation procedure and in the confirmation email or Course (if applicable).

Note that a Course Reservation which requires down payment or (wholly or partly) prepayment may be canceled (without a prior notice of default or warning) insofar the relevant (remaining) amount(s) cannot be collected in full on the relevant due or payment date in accordance with the relevant payment policy of the Institute and the reservation. Cancellation and prepayment policies may vary per service of each Institute or Course.

Carefully read the information below the Course selection or at the bottom of each Institute page on our Platform) and important information in your reservation confirmation for additional policies as may be applied by the Institute. Late payment, wrong bank, debit or credit card details, invalid credit/debit cards, or insufficient funds

are for your own risk and account, and you will not be entitled to any refund of any (non-refundable) prepaid amount unless the Institute agrees or allows otherwise under its (pre)payment and cancellation policy.

If you want to review your Course Reservation, revert to your personal profile dashboard. Note that you may be charged for your cancellation in accordance with the Institute's cancellation, (pre)payment and no-show policy, or not be entitled to any repayment of any (pre)paid amount. We recommend that you read the cancellation, (pre)payment and no-show policy of the accommodation provider carefully prior to making your reservation, and remember to make further payments on time as may be required for the relevant reservation.

CertScanner does not accept any liability or responsibility for the consequences of your delayed arrival or any cancellation or charged no-show fee by the Institute.

(Further) Correspondence and Communication

By completing a Course Reservation, you agree to receive (a) an email which we may send you shortly prior to your Course date, providing you with certain information and suggestions relevant to your Course (Reservation) and destination, (b) an email after the Course to rate the (experience with your) Institute and the Service, and (c) an email which we may send to you promptly after your Course inviting you to complete a review form. See our privacy notice and cookie policy for more information about how we may contact you.

CertScanner disclaims any liability or responsibility for any communication by or with the Institute on or through its platform. You cannot derive any rights from any request to, or communication with the Institute or (any form of) acknowledgement of receipt of any communication or request. CertScanner cannot guarantee that any request or communication will be (duly and timely) received/read by, complied with, executed, or accepted by the Institute.

In order to duly complete and secure your Course Reservation, you need to use your correct email address. We are not responsible or liable for (and have no obligation to verify) any wrong or misspelled email address, or inaccurate or wrong (mobile) phone number or credit card number.

Any claim or complaint against CertScanner or in respect to the Service must be promptly submitted, but in any event within 30 days after the scheduled Course date. Any claim or complaint that is submitted after the 30 days period may be rejected,

and the claimant will forfeit the right to any (damage or cost) compensation.

Due to the continuous update and adjustments of rates and availability, we strongly suggest to make screenshots when making a reservation to support your position (if needed).

Intellectual Property Rights

Unless stated otherwise, the software required for our services or available at or used by our Platform and the intellectual property rights (including the copyrights) of the contents and information of and material on our Platform are owned by CertScanner B.V., its Institutes or providers.

CertScanner exclusively retains ownership of all rights, title and interest in and to (all intellectual property rights of) (the look and feel (including infrastructure) of) the Platform on which the service is made available (including the candidate reviews and translated content) and you are not entitled to copy, scrape, (hyper-/deep)link to, publish, promote, market, integrate, utilize, combine or otherwise use the content (including any translations thereof and the candidate reviews) or our brand without our express written permission. To the extent that you would (wholly or partly) use or combine our (translated) content (including candidate reviews) or would otherwise own any intellectual property rights in the Platform or any (translated) content or candidate reviews, you hereby assign, transfer and set over all such intellectual property rights to CertScanner. Any unlawful use or any of the aforementioned actions or behaviour will constitute a material infringement of our intellectual property rights (including copyright and database right).

Disclaimer

Subject to the limitations set out in these terms and conditions and to the extent permitted by law, we will only be liable for direct damages actually suffered, paid, or incurred by you due to an attributable shortcoming of our obligations in respect to our services, up to an aggregate amount of the aggregate cost of your reservation as set out in the Course Reservation confirmation email (whether for one event or series of connected events).

However and to the extent permitted by law, neither we nor any of our officers, directors, employees, representatives, subsidiaries, affiliated companies, distributors, affiliate (distribution) partners, licensees, agents, or others involved in creating,

sponsoring, promoting, or otherwise making available the site and its contents will be liable for (i) any punitive, special, indirect, or consequential loss or damages, any loss of production, loss of profit, loss of revenue, loss of contract, loss of or damage to goodwill or reputation, loss of claim, (ii) any inaccuracy relating to the (descriptive) information (including rates, availability, and ratings) of the Institute as made available on our Platform, (iii) the services rendered or the products offered by the Institute or other business partners, (iv) any (direct, indirect, consequential, or punitive) damages, losses, or costs suffered, incurred, or paid by you, pursuant to, arising out of or in connection with the use, inability to use, or delay of our Platform, or (v) any (personal) injury, death, property damage, or other (direct, indirect, special, consequential, or punitive) damages, losses, or costs suffered, incurred or paid by you, whether due to (legal) acts, errors, breaches, (gross) negligence, willful misconduct, omissions, non-performance, misrepresentations, tort or strict liability by or (wholly or partly) attributable to the Institute or any of our other business partners (including any of their employees, directors, officers, agents, representatives, subcontractors, or affiliated companies) whose products or service are (directly or indirectly) made available, offered, or promoted on or through the Platform, including any (partial) cancellation, overbooking, strike, force majeure, or any other event beyond our control.

CertScanner is not responsible (and disclaims any liability) for the use, validity, quality, suitability, fitness, and due disclosure of the Course and makes no representations, warranties, or conditions of any kind in this respect, whether implied, statutory or otherwise, including any implied warranties of merchantability, title, non-infringement, or fitness for a particular purpose. You acknowledge and agree that the relevant Institute is solely responsible and assumes all responsibility and liability in respect of the Course (including any warranties and representations made by the Institute). CertScanner is not a (re)seller of the Course. Complaints or claims in respect of the Course (including related to the offered (special/promotion) price, policy or specific requests made by Customers) are to be dealt with by the Institute. CertScanner is not responsible for and disclaims any liability in respect of such complaints, claims, and (product) liabilities.

Whether or not the Institute has charged you for your Course, or if we are facilitating the payment of the (Course) price or fee, you agree and acknowledge that the Institute is at all times responsible for the collection, withholding, remittance, and payment of the applicable taxes due on the total amount of the (Course) price or fee to the relevant tax authorities. CertScanner is not liable or responsible for the

remittance, collection, withholding, or payment of the relevant taxes due on the (Course) price or fee to the relevant tax authorities. CertScanner does not act as the merchant of record for any product or service made available on the Platform.

By uploading photos/images onto our system you certify, warrant and agree that you own the copyright to the photos/images and that you agree that CertScanner may use the uploaded photos/images on its (mobile) website and app, and in (online/offline) promotional materials and publications and as CertScanner at its discretion sees fit. You are granting CertScanner a non-exclusive, worldwide, irrevocable, unconditional, perpetual right and license to use, reproduce, display, have reproduced, distribute, sublicense, communicate and make available the photos/images as CertScanner at its discretion sees fit. By uploading these photos/images the person uploading the picture(s) accepts full legal and moral responsibility of any and all legal claims that are made by any third parties (including, but not limited to, property owners) due to CertScanner publishing and using these photos/images. CertScanner does not own or endorse the photos/images that are uploaded. The truthfulness, validity and right to use of all photos/images is assumed by the person who uploaded the photo, and is not the responsibility of CertScanner. CertScanner disclaims all responsibility and liability for the pictures posted. The person who uploaded the photo warrants that the photos/images shall not contain any viruses, Trojan horses or infected files and shall not contain any pornographic, illegal, obscene, insulting, objectionable or inappropriate material and does not infringe any third party (intellectual property right, copyright or privacy) rights. Any photo/image that does not meet the aforesaid criteria will not be posted and/or can be removed/deleted by CertScanner at any time and without prior notice.

Applicable law, jurisdiction & dispute resolution

These terms and conditions and the provision of our services shall be governed by and construed in accordance with Dutch law.

Notwithstanding the foregoing choice of law, a natural person using any of our services for a purpose which can be regarded as being outside their trade or profession (hereafter also referred to as "consumer") can rely on the mandatory provisions of the law of the country where they have their habitual residence (i.e. provisions that, in accordance with the choice-of-law rules of the said country, must apply regardless of this choice-of-law clause; hereafter: "Mandatory Provisions"). Any dispute arising out of these general terms and conditions and our services shall

exclusively be submitted to the competent courts in Leeuwarden, the Netherlands.

Notwithstanding the foregoing jurisdiction clause, a consumer may also bring proceedings in respect of enforcement of relevant applicable Mandatory Provisions in the courts of the country in which they are domiciled, and proceedings against a consumer may be brought only in the courts of the country in which they are domiciled. For consumers (in the European Economic Area): We advise you to first notify us of any complaints by contacting our Customer Service. If this does not resolve your complaint, you can upload your complaint via the European Commission's ODR platform. This platform for online dispute resolution can be found here: <http://ec.europa.eu/odr>.

The original UK English version of these Terms and Conditions may have been translated into other languages. The translated version is a courtesy and office translation only and you cannot derive any rights from the translated version. In the event of a dispute about the contents or interpretation of these terms and conditions or inconsistency or discrepancy between the UK English version and any other language version of these terms and conditions, the UK English language version to the extent permitted by law shall apply, prevail and be conclusive. The UK English version is available on our Platform (by selecting "English (UK)" language) or shall be sent to you upon your written request.

If any provision of these terms and conditions is or becomes invalid, unenforceable or non-binding, you shall remain bound by all other provisions hereof. In such event, such invalid provision shall nonetheless be enforced to the fullest extent permitted by applicable law, and you will at least agree to accept a similar effect as the invalid, unenforceable or non-binding provision, given the contents and purpose of these terms and conditions.

About CertScanner and the support companies

The Service is rendered by CertScanner B.V., which is a private limited liability company, incorporated under the laws of the Netherlands and having its offices at Madame Curieweg 2 – B1, 8501 XC Joure, the Netherlands and registered with the trade register of the Chamber of Commerce under registration number 78080193.

Our VAT registration number is: NL8612.57.625 B01

CertScanner has its headquarters in Joure, the Netherlands and is supported by various affiliated group companies (the "support companies") throughout the world.

The support companies only provide an internal supporting role to and for the benefit of CertScanner. Certain designated support companies render limited customer care support services. The support companies do not have any Platform (and do not in any way control, manage, maintain, or host the Platform). The support companies do not have any power or authority to render the Service, to represent CertScanner, or to enter into any contract in the name of, for or on behalf of CertScanner. You do not have a (legal or contractual) relationship with the support companies. The support companies do not operate and are not authorized to act as any form of process or service agent of CertScanner. CertScanner does not accept nor assume any domicile at any place, location, or office in the world (also not at the office of its support companies), other than its registered office in Joure.