

Terms of Service:

ITC International Training Center

Provider: ITC International Training Center (ITC)

Registered Office: Františka Křížka 362/1, 170 00 Praha 7, Czech Republic

PIC: 949364512

Organization ID: E10088318

1. General Conditions

Courses are provided by ITC - International Training Center, based in Prague, Czech Republic. All Erasmus+ participants ('participants') must be officially nominated and sent by their sending organization. The sending organization must notify ITC in advance of its intention to attend a specific course. A course reservation becomes final once a Training or Learning Agreement has been signed and the full course fee has been paid prior to the course start date. ITC delivers all courses in accordance with Erasmus+ Quality Standards.

2. Liability

ITC is not responsible for participants' personal health, safety, or general welfare, nor is it liable for any loss, theft, or damage to personal property.

3. Health and Insurance

The sending organization is solely responsible for providing adequate health and/or travel insurance for all participants. If any participant has a medical condition that could affect their attendance, the sending organization must notify ITC in advance.

4. Visas and Travel Documents

The sending organization is responsible for ensuring that all participants hold the necessary travel documents and visas. Upon request, ITC will issue confirmation letters to support visa applications.

5. Safety and Risk Awareness

The sending organization is responsible for preparing participants for travel abroad. ITC is not liable for incidents or conditions beyond its control.

6. Course Participation and Conduct

Participants are expected to attend 100% of the scheduled training sessions. Absences are permitted only in justified cases (e.g. illness) and must be reported. Certificates of Attendance will accurately reflect each

participant's actual attendance and are suitable for use in Europass Mobility documentation. Professional and respectful behaviour is expected at all times.

7. Accommodation

ITC may assist with accommodation arrangements but cannot be held liable for external providers.

8. Reservations and Scheduling

Once the Erasmus+ grant is approved, the sending organization must confirm the course details. After signing the Training or Learning Agreement, the reservation is binding and final.

9. Payments

Course fees must be paid in full by the due date stated on the invoice. In all cases, payment must be received in full prior to the course start date. The sending organization confirms that its representative is authorized to make payments on its behalf. ITC is not responsible for losses or penalties resulting from unauthorized or incorrect financial transactions.

10. Cancellation and Refund Policy

All cancellations must be communicated in writing (via email) to ITC.

10.1. Participant Substitution:

A sending organization may substitute a registered participant with another eligible colleague from the same institution at any time before the course starts, at no additional cost. This is the preferred solution.

10.2. Rescheduling:

A participant who is unable to attend may request to reschedule to another course session within 12 months. This request must be made at least 14 days before the course start date and is subject to availability.

10.3. Cancellation Fees:

If substitution or rescheduling is not possible, the following cancellation fees apply:

- **Cancellation more than 60 days before the course:**

The course fee will be refunded, minus a €150 administrative fee.

- **Cancellation between 30 and 60 days before the course:**

50% of the course fee will be retained by ITC (50% refund).

- **Cancellation less than 30 days before the course (or no-show):**

100% of the course fee will be retained by ITC (no refund).

11. Emergency Contact and Participant Information

The sending organization shall provide ITC with an emergency contact person for participant welfare. Courses are conducted in English (minimum recommended level B1).

12. Force Majeure

ITC shall not be liable for any loss of tuition or costs arising from events beyond its control, including but not limited to natural disasters, pandemics, strikes, or government restrictions. In such cases, refunds will not be issued; however, affected participants will be offered a voucher to attend any ITC course free of charge within 12 months of the originally scheduled date.

13. Promotional Materials

ITC may take photographs or videos for promotional use. Participants' written consent will always be requested before any use of personal images, in compliance with GDPR.

14. Information and Communication

ITC strives to keep all information accurate but reserves the right to make changes. The sending organization is responsible for maintaining regular communication.

15. Personal Data Protection

All personal data will be processed solely for legitimate Erasmus+ administrative and financial purposes, in accordance with the General Data Protection Regulation (EU) 2016/679.

16. Inclusion, Sustainability, and Equal Opportunity

ITC promotes inclusion, diversity, environmental sustainability, and digital accessibility, in line with the priorities of the Erasmus+ Programme (2021-2027).

17. Dispute Resolution and Governing Law

These Terms of Service shall be governed by Czech law, and any legal action shall fall under the exclusive jurisdiction of the courts of the Czech Republic.