

## **GENERAL TERMS AND CONDITIONS OF STUDIO KERAMIEK**

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Studio : Thomas à Kempisstraat 11, 1064 LT Amsterdam  
Phone number: 06-23 47 79 84  
Email: [info@studiokeramiek.nl](mailto:info@studiokeramiek.nl)  
Website: <https://www.studiokeramiek.nl>  
Chamber of Commerce registration number: 73737216 General terms and conditions of delivery and payment Studio Keramiek established and office in Amsterdam.

### **Article 1: Application and registration**

Registration takes place by submitting the completed and signed application form registration form or the form on our site. The date of receipt is the registration date. Registration via both forms is binding

### **Article 2: Admission and selection**

Studio Keramiek determines which clients are admitted. This applies, among other things, as criterion that the client demonstrably possesses the qualities required for following the workshops are necessary and incidentally also meets the requirements regarding its initial level can be set. If there are more participants for a workshop report than can be placed, in addition to suitability, , the order of registration will be held and the others will be offered a place on the next workshop with the same content.

If the amount for the workshop has not yet been (fully) paid, Studio Keramiek reserves the right to give priority to other entrants who have paid.

### **Article 3: Reflection period and cancellation and interim termination**

After registration, a cooling-off period of 14 days applies, but no later than the start of the workshop. Within 14 days after the registration date, the registration can be withdrawn without further explanation, provided that the workshop has not yet started. If the amount of the workshop has been paid within the cooling-off period, the money will be refunded within two weeks. In case of cancellation or premature termination during the workshop, there is no right to a refund of the course fee.

### **Article 4: Force majeure**

Studio Keramiek reserves the right to move the workshop in an emergency. In case of illness, the manager will find replacement dates for the missed workshop within the relevant year. Studio Keramiek reserves the right to move the workshop to another date. With the stated in the paragraph above, Studio Keramiek is deemed to have satisfactorily fulfilled its obligations towards the client and the client is therefore not entitled to further compensation.

### **Article 5: Termination**

Studio Keramiek is entitled, without further notice of default and without prior judicial intervention, to regard the agreement as dissolved in whole or in part with or in part with immediate effect if the other party fails to fulfill any obligation under the agreement.

**Article 6: Liability**

Employees of Studio Keramiek give workshops and advice in good conscience. Studio Keramiek does not accept any liability for any adverse consequences that may arise as a result thereof, subject to its responsibility towards the law.

**Article 7: Complaints procedure**

Studio Keramiek attaches great importance to the satisfaction of its clients. The studio will do everything possible to provide you with the best possible service. However, it may happen that you are dissatisfied with a certain aspect of the service. Below is described what you can do. Complaints must be submitted in writing or by e-mail to Studio Keramiek [info@lstudiokeramiek.nl](mailto:info@lstudiokeramiek.nl). Complaints will be handled within 4 weeks. If a longer time is required to conduct an investigation, the client will be notified within 4 weeks, explaining the delay; moreover, an indication is given when it is expected to be able to give a definite answer. You will receive a written response within 14 days describing further handling. Complaints are treated confidentially and complaint files are kept for 12 months.