

# TERMS AND CONDITIONS

Last updated: May 11, 2026

## 1. Definitions

In these Terms and Conditions, the following definitions apply:

- 1.1. Skilltrade B.V., located at Johan van Hasseltweg 39D, 1021 KN Amsterdam, The Netherlands registered in the Netherlands.
- 1.2. Participant: Any individual who has been accepted or confirmed to participate in a Course.
- 1.3. Course: Any training, programme, or educational activity offered by Skilltrade.
- 1.4. Terms: These Terms and Conditions.

## 2. Applicability

- 2.1. These Terms apply to all registrations and to all Courses offered by Skilltrade.
- 2.2. By submitting a registration, the individual accepts these Terms.
- 2.3. A place in a Course is confirmed by Skilltrade in writing. Upon confirmation, the individual becomes a Participant.

## 3. Registration and Confirmation

- 3.1. Registrations must be submitted through the official (online) registration form.
- 3.2. Skilltrade will confirm receipt of the registration by email.
- 3.3. A place in a Course is only guaranteed after written confirmation by Skilltrade.
- 3.4. Skilltrade reserves the right to decline an registration.

## 4. Placement

- 4.1. If a Course has limited capacity, places are allocated on a first-come, first-served basis.
- 4.2. For Courses with specific entry requirements like the Hydrographic Survey Category B Course, Skilltrade may assess suitability before confirming participation.
- 4.3. If an application is not accepted, any fees paid will be refunded in full.

## 5. Fees and Payment - Short Courses

- 5.1. Course fees must be paid in full prior to participation, unless agreed otherwise in writing.
- 5.2. Participation in a Course is only confirmed after full payment has been received. The obligation to pay remains, regardless of attendance

## 6. Fees and Payment - Hydrographic Survey Category B Course

- 6.1. A selection process is required for the Hydrographic Survey Category B Course.

- 6.2. The Hydrographic Survey Category B Course consists of three stages: 0. Basic E-learning, 1. Online Instructor-led Training and Essential e-learning and 2. Educational Practical Project, workshops and Comprehensive Final Field Project in The Netherlands
- 6.3. A non-refundable deposit of the fee for stage 0 (Course fee for E-learning) is required after confirmation to secure a place.
- 6.4. The remaining balance must be paid no later than four weeks before the start of each stage.
- 6.5. Failure to pay on time may result in cancellation of the reserved place. The obligation to pay remains, regardless of attendance.

## 7. Cancellation by Skilltrade

- 7.1. Skilltrade may cancel or reschedule a Course due to insufficient enrolment or circumstances beyond its control.
- 7.2. Participants will be informed as soon as possible.
- 7.3. Any fees paid will be refunded in full or proportionally, depending on the situation.
- 7.4. Refunds will be processed within a reasonable period, not exceeding 12 weeks.

## 8. Cancellation by the Participant

- 8.1. Cancellation must be submitted in writing by email to [office@skilltrade.nl](mailto:office@skilltrade.nl).
- 8.2. The date of receipt determines the applicable refund.

## 9. Cancellation - Short Courses

- 9.1. Refunds depend on the moment of withdrawal: More than 4 weeks before start: 85% refund, between 4 and 2 weeks before start: 50% refund, less than 2 weeks before start: no refund.
- 9.2. A Participant may propose a replacement, subject to approval by Skilltrade.
- 9.3. No refunds are granted after the Course has started.
- 9.4. Failure to attend without prior cancellation is considered a no-show and does not entitle the Participant to a refund.

## 10. Cancellation - Category B Course

- 10.1. Refunds depend on the moment of withdrawal and the stage of the Course.
- 10.2. The deposit of the fee for stage 0 is non-refundable.
- 10.3. The following refund schedule applies and is provided before enrolment.

Time of withdrawal	Refund stage 0	Refund stage 1	Refund stage 2
Within 14 days of access to elearning and more than 14 days before start of stage 1	0%	100%	100%
Less than 14 days before start of stage 1 or within 14 days of start of stage 1	0%	75%	100%
Before start of lectures following the first exams	0%	25%	100%
After start of lectures following the first exams, before stage 2	0%	0%	50%
During stage 2	0%	0%	0%

## 11. Travel and External Circumstances

- 11.1. Participants are responsible for arranging travel documents and visas.
- 11.2. Skilltrade may provide a supporting letter of invitation but is not responsible for visa outcomes.
- 11.3. If a Participant cannot attend due to travel restrictions or other external circumstances, the standard cancellation terms apply.
- 11.4. Participants are responsible for adequate insurance coverage.

## 12. Changes to Courses

- 12.1. Skilltrade may make reasonable changes to course content, schedule, location, or instructors.
- 12.2. Where possible, equivalent alternatives will be provided.
- 12.3. Such changes do not entitle Participants to a refund or compensation.

## 13. Conduct and Participation

- 13.1. Participants are expected to behave professionally and respectfully.
- 13.2. Skilltrade may deny or terminate participation if a Participant's behaviour disrupts the Course or prevents it from proceeding properly. This includes, but is not limited to:
  - 13.3. Disruptive behaviour
  - 13.4. Academic misconduct, including plagiarism or cheating
  - 13.5. Failure to follow instructions
- 13.6. Skilltrade may also withdraw a Participant due to insufficient academic progress.
- 13.7. In such cases, the Participant may be excluded from the Course at Skilltrade's discretion.
- 13.8. Any refund will be based on the standard refund rules and the date of withdrawal.

## 14. Liability

- 14.1. Skilltrade is not liable for indirect or consequential damages.

- 14.2. Total liability is limited to the Course fee paid.
- 14.3. Skilltrade is not responsible for loss or damage to personal belongings.
- 14.4. Nothing in these Terms excludes liability where this is not permitted by law.

## 15. Intellectual Property

- 15.1. All course materials remain the property of Skilltrade.
- 15.2. Materials may only be used for personal study.
- 15.3. Reproduction or distribution without written consent is not allowed.

## 16. Data Protection

- 16.1. Personal data is processed in accordance with applicable data protection laws, including GDPR.
- 16.2. Further details on how personal data is collected, used, and protected are set out in Skilltrade's Privacy Policy, available on the website.
- 16.3. By registering for a Course, the Participant acknowledges that they have read the Privacy Policy.

## 17. Complaints Procedure

- 17.1. Complaints must be submitted in writing by email to [office@skilltrade.nl](mailto:office@skilltrade.nl).
- 17.2. If a complaint concerns an exam result or assessment decision, a formal written objection must be submitted within six (6) weeks of the decision.
- 17.3. All other complaints must be submitted within three (3) months of the incident. Complaints submitted after this period will not be processed.
- 17.4. Receipt of the complaint will be acknowledged within 5 working days.
- 17.5. A response will be provided within 90 days. If more time is required, the Participant will be informed accordingly.
- 17.6. Complaints will be recorded and retained for a period of five (5) years.

## 18. Governing Law and Disputes

- 18.1. These Terms are governed by Dutch law.
- 18.2. Disputes will be submitted to the competent court in Amsterdam.

## 19. Final Provisions

- 19.1. If any provision is invalid, the remaining provisions remain in force.
- 19.2. Skilltrade may update these Terms. The latest version will be published on the website.