

TERMS AND CONDITIONS

Last updated: July 28, 2026

1. Definitions

In these Terms and Conditions, the following definitions apply:

- 1.1. Skilltrade B.V., located at Johan van Hasseltweg 39, 1021 KN Amsterdam, The Netherlands registered in the Chamber of Commerce of the Netherlands under number 96807873.
- 1.2. Participant: Any individual who has been accepted or confirmed as participating in a Course, including through a company or institution.
- 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 signed registration form, the individual accepts these Terms.

3. Registration and Confirmation

- 3.1. Registrations must be submitted through the official (online) registration form.
- 3.2. A place in a Course must be confirmed by Skilltrade in writing and may be subject to assessments and/or review of the candidate by Skilltrade's staff. Acceptance in parts or stages of a course does not constitute acceptance to the entirety of the course.
- 3.3. Skilltrade reserves the right to decline a 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 a registration 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 individual thereafter becomes a Participant.
- 5.3. Partial or complete lack of attendance does not constitute grounds for refunds.

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:
Stage 0: E-learning
Stage 1: Online Training (consisting of Online Instructor-led Training and Essential E-learning)
Stage 2: Practical Project in the Netherlands (consisting of Educational Practical Project, Workshops and Comprehensive Final Field Project)
- 6.3. A non-refundable deposit for Stage 0 (E-learning) is required upon acceptance to secure a place in the programme.
- 6.4. No later than one month before the start of Stage 1 (Online Training), the Participant shall pay the full fee for Stage 1 and the Practical Preparation and Reservation Fee for Stage 2. The Practical Preparation and Reservation Fee covers the costs associated with securing capacity and preparing the practical phase of the programme.
- 6.5. The remaining Stage 2 Practical Project Fee shall be invoiced and must be paid no later than one month before the start of Stage 2.
- 6.6. Failure to pay by the applicable due date may result in cancellation of the Participant's reserved place. The obligation to pay any fees that have become due under these Terms remains in force 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 by email to office@skilltrade.nl.
- 8.2. The date of receipt of the cancellation determines the applicability of a potential refund, as laid out in sections 9 and 10 below.

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. The financial consequences of withdrawal depend on the point reached in the programme and the fees that have become due.
- 10.2. The deposit of the fee for stage 0 is non-refundable.
- 10.3. If a Participant is unable to progress to Stage 2 due to insufficient academic progress, withdrawal, or any other reason, the Practical Preparation and Reservation Fee shall remain

payable and is non-refundable. The Stage 2 Practical Project Fee will not be invoiced, or if already paid, will be refunded in accordance with clause 7.4 of these Terms.

10.4. The following refund schedule applies and is provided before enrolment.

Time of withdrawal	Stage 0	Stage 1	Practical Preparation & Reservation Fee	Practical Project Fee
>14 days before Stage 1	0% refund	100% refund	100% refund	100% refund
< 14 days before the start of Stage 1 or within 14 days after the start of Stage 1	0% refund	75% refund	100% refund	100% refund
Before start of the lectures following the first exams	0% refund	25% refund	100% refund	100% refund
After the start of the lectures following the first exams	0% refund	0% refund	0% refund	100% refund
After successful completion of Stage 1	0% refund	0% refund	0% refund	0% refund

11. Travel and External Circumstances

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

12. Changes to Courses

- 12.1. Skilltrade thrives for continuous improvement of its courses. As such, Skilltrade may make reasonable changes to course content, schedule, equipment, location, or instructors.
- 12.2. In the event that the proposed course content, schedule, equipment, location or instructors are not available, equivalent or better 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 in good order. This includes, but is not limited to: Disruptive behaviour

- Aggressive behaviour of any kind, towards staff or other Participants
 - Behaviour of harassment, including sexual harassment
 - Derogatory comments on the basis of age, race, religion or sexual orientation
 - Criminal behaviour or misconduct as listed under Dutch or local law
 - Academic misconduct, including plagiarism or cheating
 - Failure to follow instructions
 - Insufficient academic progress.
- 13.3. Any refund will be based on the standard refund rules and the date of withdrawal.

14. Liability

- 14.1. Skilltrade is not liable for any 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 provided during the course 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 Skilltrade's 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.
- 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 30 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.
- 19.3. The version of these Terms in force on the date of registration shall apply to that registration.