



**ttt.be** Terms & Conditions  
Training Services

## Article 1: General

Acceptance of training services from ttl.be implies adherence to the following terms and conditions. Any commitments made by ttl.be employees are considered valid only upon confirmation by its management. Direct deliveries from subcontractors are subject to their respective terms unless expressly stated otherwise.

## Article 2: Training

ttl.be specialises in providing ISTQB® and tailor-made training services.

### Public Sessions

Are scheduled, allowing anyone interested to enrol on selected dates throughout the year. Public sessions are organised in live classrooms at the premises of ttl.be or live virtual classroom formats.

Dates and locations can be found on our website [ttl.be](https://ttl.be)

### In-company Sessions

Are scheduled and organised in close collaboration between ttl.be and the training client. In-company sessions can be organised with Live Classroom or Live Virtual Classroom format.

Dates and location are agreed upon between ttl.be and the client.

Please note that the ISTQB® Certified Tester Foundation Level Certificate is a prerequisite for all other ISTQB® certification training.

## Article 3: Prices

The prices for training services provided by ttl.be are outlined in the quotation, order form or purchase order and do not include VAT unless otherwise specified.

Additional costs, such as travel or logistic expenses, may be applicable and will be invoiced as agreed upon between ttl.be and the client.

## Article 4: Payment Terms

An invoice will be sent based on the signed order form or purchase order. Payment in full for training courses is required upon enrolment and before the start of the training course.

Failure to fulfil payment obligations by the specified due date may result in the forfeiture of the enrolment or a delay on the delivery of the training materials.

## Article 5: Cancellation Policy

ttl.be reserves the right to cancel or reschedule a training course in the event of unforeseen circumstances. In such cases, ttl.be will promptly notify enrolled participants and provide alternative arrangements.

### Public Sessions

Participants of the open-format training must provide written notification to ttl.be in the event of cancellation.

- Cancellation over 2 months before the course: 25 % of the course fee is due.
- Cancellation within 1 month of the training: 50 % of the course fee is due.
- Cancellation within 2 weeks of the training: 100 % of the course fee is due.

The exam fee (if applicable) is not refundable in any of these cases.

## In-company Sessions

Cancellation for the in-company training format is only possible with written notification to ttl.be.

### Cancellation of the complete training

- Over 1 month before the course: 50 % of the course fee is due.
- 2 weeks before the course: 100 % of the course fee is due.

### Cancellation of individual participants

2 months before the course: 25 % of the individual course fee is due.

1 month before the course: 50 % of the individual course fee is due.

2 weeks before the course: 100 % of the individual course fee is due.

Please note that the basic training fee will be due even if participating with less than 5 people.

The exam fee (if applicable) is not refundable in any of these cases.

## Article 6: Ownership Reservation/Intellectual Property Rights/Copywrite

All course material is protected by copyright laws and is intended for educational purposes only. It is prohibited to copy, distribute, modify, or disclose this material without the express written permission of ttl.be. Any unauthorised use of this material may result in legal action under applicable copyright laws. This covers but is not limited to, all written text, images, videos, audio files, presentations and other content included in this course material.

## Article 7: Delivery

Training service delivery entails providing agreed-upon training by a ttl.be trainer, training materials and resources specified in the order form or purchase order.

## Article 8: Logistics

### Public Sessions

ttl.be will:

- Provide parking space free of charge at the premises of ttl.be.
- Welcome the participant to the premises of ttl.be.
- Ensure that the premisses are accessible in a timely manner.
- Provide a suitable training room.
- Provide lunch and beverages.
- Provide all training materials.
  - on the first day of the training session for Live Classroom.
  - a week in advance by post (free of charge in Belgium) for the Live Virtual Classroom. And upon full payment of the invoice.

### In-company Sessions

The client will:

- Provide parking space free of charge at the premises for the complete duration of the training.
- Welcome the trainer to the reception area and provide proper access to the building and training room.
- Ensure that the premisses are accessible in a timely manner.
- Provide a suitable training room for the number of participants with the following facilities:
  - Projector or screen with appropriate cables (HDMI, electricity,...)

- Flip-over or whiteboard with appropriate markers
  - Internet access for all participants and trainer
- Provide lunch and beverages for all participants and the trainer.
- Provide the training materials to the participants before the Live Virtual Classroom training starts.

ttl.be will provide all training materials:

- on the first day of the training session for Live Classroom.
- a week in advance by post (free of charge in Belgium) at the client's premises for the Live Virtual Classroom. And upon full payment of the invoice.

ttl.be can guide logistical requirements as necessary. Any additional costs associated with logistics, such as venue rental or equipment hire and providing individual training materials, are the client's responsibility and will be invoiced unless otherwise agreed upon in writing.

Exam vouchers (if applicable) are provided digitally by ISQI® directly to the training participants.

### **Article 9: Liability**

ttl.be is committed to delivering high-quality training services. While TTL. endeavours to achieve optimal outcomes, it cannot guarantee specific results. ttl.be's liability is limited to the scope and value of the training services provided. ttl.be is not liable for any delays in training delivery due to factors beyond its control, including but not limited to force majeure events.

The participants will attend the training for the complete duration to avoid having to answer questions about subjects presented the day(s) before.

The participants are aware of the purpose of the training and understand that they need to study to pass the certification exam (if applicable).

### **Article 10: Confidentiality/Non-Disclosure Agreement**

Both parties agree to maintain the confidentiality of any proprietary or sensitive information exchanged during the training engagements. This includes, but is not limited to, training materials, client data, and business strategies. ttl.be reserves the right to use the client's name as a reference unless otherwise specified in writing.

### **Article 11: Privacy – GDPR**

In compliance with the European General Data Protection Regulation (GDPR), ttl.be gathers personal and organisational data solely for the purpose of delivering and enhancing our training services. This includes, but is not limited to:

- clients name
- clients address
- clients VAT
- participant names
- participant e-mail address
- contact details.

We are committed to maintaining the highest standards of privacy and data protection, ensuring that all information collected is handled responsibly, securely, and only used for the specific purpose of tailoring and improving our training offerings. Your data will only be shared not with third parties such as ISQI®, ISTQB®, BNTQB®, Brightest, Concept7, with the sole purpose of training and certification exams.



By subscribing or attending training at ttl.be or one of our partners, you agree to be informed a maximum of 4 times a year about our training program. Whenever you feel the need, we delete you from our contact list or all your information. Please mail us [privacy@ttl.be](mailto:privacy@ttl.be)

By engaging with our services, you agree to this use of your data.

### **Article 12: Jurisdiction**

If any disputes arise from the interpretation or execution of the training agreement, both parties agree to seek resolution through amicable negotiation. If a resolution cannot be reached, the parties agree that the Courts of the Antwerp District shall have exclusive jurisdiction over any legal proceedings, under Belgian law and commercial customs.