General Terms and Conditions

Payment

- AniCura will only accept payment by card.

- No booking will be final and confirmed until the full amount is paid.

- Unless stated differently, fees include lectures, lecture notes (in most cases in digital form to save on the environment) and refreshments during the course. Costs for travel and accommodations are not included.

Cancellation policy

- You may cancel bookings at any time by notifying AniCura at education@anicuragroup.com.

- When cancelling more than 60 calendar days prior to the course, the full course fee will be refunded.

- When cancelling between 30 and 60 calendar days prior to the course, 50% of the course fee will be refunded

- When cancelling between 15 and 30 calendar days prior to the course, 25% of the course fee will be refunded.

- When cancelling less than 15 calendar days prior to the course, no refund will be possible.

- A same - clinic substitute is permitted per registrant for the entire course or module. The course director must be notified by email at education@anicuragroup.com prior to the first day of the training event when a substitution will occur.

- AniCura will also allow the registration fee to be applied to a subsequent identical course. This request must be made in writing, and can be used in a period not exceeding 18 months from the original course registration

- AniCura reserves the right to cancel courses, change course location, change lecturers or change course content. If a course must be cancelled, or the location of the course changed, participants will be informed 60 days prior to the start of the course. If AniCura cancels a course, the full course fee will be refunded.

- Please do not purchase non-refundable airline tickets more than 60 days before the course. Should a course require cancellation or change in location AniCura is not responsible nor liable for non-refundable airline tickets nor any other costs arising directly or indirectly from such change. We do not provide refunds to third parties.

- We strongly recommend the purchase of a travel insurance, when registering for a course and making travel arrangements. Travel insurance can cover the cost of your travel expenses in the event of a last-minute cancellation or emergency such as sickness, strikes or other circumstances that may prevent the participant from attending the course.

Force Majeure

- AniCura reserves its rights for events beyond AniCura's reasonable control. If the lecturer is unable to carry out a course, or if a course is commenced, but cannot be completed due to the lecturer's inability (e.g. due to illness), the course is either taken over by another qualified lecturer or postponed to a later date.

Policy on missed modules/lectures/courses

- Missed lectures cannot be taken at another time.

- The participant is responsible for his / her attendance and should always check at the registration site for the latest information to ensure there is no change in schedule or location.

Copyright Statement

- All material used for our AniCura courses and programs (including course notes, online learning material etc. prepared by the lecturer) is, unless otherwise stated, the property of AniCura and the respective lecturer.

- Copyright and other intellectual property laws protect these materials. Reproduction or transmission of the materials, in whole or in part and in any manner, is not permitted without the prior written consent of the copyright holder.

- Any infringement of the above is a violation of copyright law. Contact information for permission requests to reproduce or distribute materials available through AniCura courses is education@anicuragroup.com.

Customer Satisfaction

- AniCura has the obligation to provide the best educational services to its employees and regular evaluation will be used to further improve the quality of our education. However, AniCura cannot be held accountable for the contribution of its speakers to programs, modules, and lectures. Clinics, mentors and participants are encouraged to give feedback by e-mail to the course director.