

Delivery of services

The Wenckebach Instituut undertakes to deliver the agreed degree programme, course, training session or other service to the best of its ability. Its basis in doing so will be the defined vision of training and learning and the applicable quality requirements of the UMCG's Wenckebach Instituut. For the degree programmes of the UMCG School of Nursing & Health and the Centre of Expertise in Communication, Leadership, Assessment and Collaboration, the professional code of the Netherlands Association of HRD Professionals in Development and Training (NVO2) will apply. For the UMCG Postgraduate School of Medicine the established process of ISO certification will apply (NEN-EN-ISO 9001:2008).

The Wenckebach Instituut will not be bound to fulfil any obligation if it is wholly or partially prevented from doing so due to circumstances beyond its control.

In the event of insufficient enrolment or circumstances beyond its control before or while providing a degree programme, course, training session or other service, the Wenckebach Instituut will be entitled to cancel this service or postpone it to a later date. Any fees paid will be refunded.

Confidentiality

With regard to the use of information which has been provided for the degree programme, course, training session or other service or of which it has become aware, the Wenckebach Instituut will exercise the due care required by the Personal Data Protection Act and which may be expected with respect to personal and business data in accordance with Articles 272 and 273 of the Criminal Code.

Cancellation costs

For the Wenckebach Instituut's service units the following cancellation provisions will apply.

UMCG School of Nursing & Health and Centre of Expertise for Communication, Leadership, Assessment and Collaboration:

- Postgraduate degree programmes and initial degree programmes: for cancellation up to eight weeks before the first day of lectures (NOT the introduction day), no fees will be charged. For cancellation of enrolment within eight weeks before the beginning of the first day of lectures of the degree programme, the full fees will be charged.
- PD and in-service training or other services: for cancellation up to three weeks before commencement, no fees will be charged; for cancellation within three weeks of commencement, the full fees will be charged.
- When no fees are charged for participation, the following cancellation provisions will apply: for cancellation up to three weeks before commencement, no fees will be charged. For cancellation within three weeks before commencement (or for no-show without notification), an administration fee of EUR 100 will be charged.

UMCG Postgraduate School of Medicine:

For cancellation before expiry of the enrolment deadline (usually three weeks before the activity), an administration fee will be charged. For cancellation after the enrolment deadline, the total costs will be charged.

The following applies to all services: if the Wenckebach Instituut and a client have entered into an agreement regarding a degree programme, course, training session or other service and the Wenckebach Instituut has taken on commitments to third parties for that purpose, then in the event of cancellation by the client or participant, the Wenckebach Instituut will pass on any costs which cannot be recovered from those third parties to the client or participant.

Substitution

If someone is unable to attend and the service has not yet started, another student or participant may take his or her place. Substitution after commencement of the degree programme, course, training session or other service is not permitted. The Wenckebach Instituut must be notified immediately of the substitution of a participant.

Prices

The Wenckebach Instituut reserves the right to change its prices, with the proviso that after confirmation of a degree programme, course, training session or other service the price quoted at the time of confirmation will continue to apply, unless the parties have agreed otherwise regarding this matter.