

# Global Network Group

## Rules for cancellation

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All references in this document are made against the approved (valid) version of the applicable document.

All public documents are published on our websites.

**Questions?** Contact us!

Complete the question-webform on our website or call:

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# GENERAL CLAUSES

The following applies to this document GNG.PD.003.INT Rules for cancellation:

1. Document GNG.RD.001.INT List of terms and definitions.
2. Document GNG.RD.002.INT General terms and definitions
3. Document GNG.RD.003.INT General clauses for all documents

The before mentioned documents are published on our websites and hereby to be considered as repeated and inserted.

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## **RULES FOR CANCELLATION**

### **GENERAL**

- 1.1.** As clients or customers are considered:
  - 1.1.1. (candidate) applicant
  - 1.1.2. (candidate) certificate holder
  - 1.1.3. (candidate) registered person or organization
  - 1.1.4. (candidate) participant
  - 1.1.5. (candidate) audit participant
  - 1.1.6. (candidate) exam participant
  - 1.1.7. Any other person or organization to the discretion of Global Network Group
- 1.2.** Global Network Group may stipulate further conditions regarding, among other things, delivery, participation, (re)audit, (re)registration, (re)certification, (re)entry at the client/customer.

### **REGISTRATION AND CERTIFICATION**

- 1.3.** At enrolment, the client/customer commits himself to following the entire registration and certification, as stated in the assignment, enrolment, agreement or registration with Global Network Group.
- 1.4.** Each network enrolment and participation, registration or certification is effected for:
  - 1.4.1. at least the remaining period of the current calendar year and
  - 1.4.2. the next calendar year.
- 1.5.** Despite the moment of participation, registration or certification, the entire annual costs ( ' the annual registration fee' ) of participation for the year of application and the next year are due and no costs are to be paid back or refunded.

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- 1.6.** The to be invoiced annual costs for the 1<sup>st</sup> year of participation, registration or certification is calculated over the remaining period starting from the 1<sup>st</sup> day of the month in which the participation, registration or certification is granted till the last day of that calendar year.

## **AUDIT**

- 1.7.** At enrolment, the client/customer commits himself to following the entire audit, as stated in the assignment, enrolment, agreement or registration with Global Network Group.
- 1.8.** An application for an audit, exam, product or service is always automatically an application for registration and certification in the applicable register.

## **CANCELLATION**

- 1.9.** Cancellation of the participation, registration or certification free of charge is possible until the receipt of the completed (online) application form for the requested service(s). Any costs of participation paid in advance will be refunded. An application is to be considered as 'received' on the date and time it is confirmed by Global Network Group to the applicant. Confirmations done per email qualify.
- 1.10.** Premature cancellation is impossible. A refund of participation costs, once-off costs and annual fees is ruled out.
- 1.11.** Annulment, cancellation or termination should take place in writing.
- 1.12.** Annulment, cancellation and termination should take place before the first working day of the next calendar year.
- 1.13.** An cancellation is to be considered as 'received' on the date and time it is confirmed by Global Network Group to the person or organization who cancelled. Confirmations done per email qualify.

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- 1.14.** Additionally, Global Network Group will confirm per email whether the cancellation is accepted or rejected.
  - 1.15.** At all times, the agreement will be annulled immediately after demise of the participant. The mutual rights and obligations arising from this agreement will end as soon as annulment has taken place.
  - 1.16.** Global Network Group reserves the right to fully or partially cancel a registration or certification scheme should the number of certificateholders be insufficient. Participants will be notified of this cancellation in time. Refunds are ruled out.
  - 1.17.** Global Network Group reserves the right to fully or partially cancel an audit should the number of participants be insufficient. Participants will be notified of this cancellation in time. Refunds will be made.
  - 1.18.** At all times, Global Network Group is entitled to replace advisers, supervisors, and supervising assistants responsible for implementation of the registration and certification procedures and processes prior to the start or during, with other advisers, supervisors, and supervising assistants.
  - 1.19.** Furthermore, Global Network Group is entitled to change registration and certification procedures, processes and titles, in which case participants will be notified as soon as possible.
  - 1.20.** If need be, Global Network Group may deviate from the information and services as stated in its brochures and on its website.
  - 1.21.** The articles 1.17, 1.18 and 1.19 are no ground for cancellation and do not give any right to restitution.