

Terms and Conditions

You register for a course, workshop or study program by completing the registration form. This form can be found on the website by each course description. Accessing it there will automatically fill in the title of the course and the course number on the form.

[Go to the complete course catalog.](#)

In the hope to never have to invoke the terms and conditions, we would like to point out that every registration is subject to the [general terms and conditions](#) & [cancellation policy](#).

There is also a [complaints procedure](#).

TERMS AND CONDITIONS

RINO amsterdam aims to have each professional training activity (course, study program, workshop, study day) contribute to improving your professional performance in mental healthcare.

Payment

When registering online you can indicate if you want the course fees to be automatically debited from your bank account or if you will make the payment. Continuing education courses or study programs that are more than €500 can be paid in installments with direct debit, if desired.

Certificate

Attendance is kept for each instruction session. Every professional training activity has a testing method. You receive a certificate when you have at least 90% attendance and obtain a satisfactory assessment with the testing method.

Testing

Every accredited professional training activity has a testing method. This testing fulfills the requirements of the relevant professional organization(s). If a participant should unexpectedly not pass, a resit can be arranged with the instructor(s).

Admission

RINO amsterdam reserves the right to deny admission to an individual, for example in the case of not meeting previous education requirements or a work setting not suitable for the course.

Waiting list

When you are on the waiting list for a course and a spot becomes available, you will be asked if you want to enroll. Your registration on the waiting list therefore carries NO obligations. If no spot becomes available while you are on the waiting list for a course or you do not take up the offer to accept a spot, we will inform you about the next possible opportunity to take part. This means you are not automatically enrolled for the next time the course is offered.

Location

The courses and study programs take place at RINO amsterdam, Leidseplein 5 in Amsterdam. Sometimes courses are given at another centrally located venue in Amsterdam. If this is the case, participants are of course informed in a timely manner.

Course postponement or annulment

If a course cannot take place or needs to be postponed, you are informed generally one month before the start date. In the event of an unexpected cancellation of a course session, for example due to instructor illness, RINO amsterdam is not liable for lost earnings or revenue or any other loss of income.

Accreditation

The RINO requests accreditation from relevant professional organizations for many courses. The website indicates which accreditation has been granted to the respective version of the course. It is possible that an accrediting organization decides to change an accreditation which had been granted to a previous version of a course. RINO amsterdam cannot be held responsible for this.

General arrangement direct debit collection

A one-time direct debit transaction only occurs if you give permission. You must enter your bank account number, name, address, postal code, city, date and signature before your return the authorization to the party you want to pay. You are informed beforehand approximately when the direct debit will take place. If you object to the direct debit transaction, you are required to contact the relevant organization. Direct debit is faster, more convenient and trustworthy.

Confidential information

Both parties are obliged to observe the confidentiality of all confidential information they have obtained from each other or from other sources as part of the agreement.

Information is deemed confidential if this is communicated by the other party or if it is obvious due to the nature of the information.

Right of ownership

The right of ownership and the potential copyright of the course material remain with the course instructor.

CANCELLATION POLICY

Cancellations can only be made in writing (letter or email). The date the cancellation is received is considered the date of cancellation. If you are entitled to a refund, you will receive the amount within 14 days.

Cancellations made more than one month before the start date are charged an administration fee of €50.

For cancellations made later than one month before the start date, the full cost of the course is owed. In consultation with the RINO amsterdam it is possible to allow a colleague to replace you. In this case, an administration fee of €50 is charged.

Statutory reflection period: after the formation of the agreement (registration) the course participant has the right to terminate the agreement without giving any reasons for 14 days, unless the professional training activity has already begun before the expiration of the term.

COMPLAINTS POCEDURE

Complaints are handled in a step-by-step process. The complainant preferably first directly approaches the instructor(s) of the course or study program, particularly when the complaint concerns the quality (broadly speaking) of the course or study program. This often results in a satisfactory resolution.

Complaints can also be filed either directly or as a second step with the coordinator of the relevant BIG-training; or with Esther Jacobs and/or José Hoogeboom, department heads postgraduate professional training; or with Lies Ruiter, department head continuing education. The complainant receives confirmation of the receipt of the

complaint within one week and is informed about who is handling the complaint. All complaints are treated confidentially.

Those involved aim to resolve the complaint. If necessary, they will include a senior instructor from the relevant study program. The complainant is notified of the proposed solution within three weeks.

If no satisfactory solution is found, the complaint is brought to the attention of the director. The director makes inquiries with all parties involved (from both sides) and renders a decision. If necessary the legally trained member of the Supervisory Board advises the director.

This procedure usually takes a maximum of four weeks. Within that time the complainant is notified.

If no satisfactory solution is found the dispute settlement procedure enters into force, which is described below.

Complaints and the method of settlement are registered for a period of five years.

Disputes

All disputes, which might arise in connection to the explanation and implementation of the provisions of the examination regulation (BIG study programs), as well as all other disputes which might arise with regard to study programs and courses will be submitted to a commission that issues a binding decision (Binding Advice Committee), in the cases that parties in joint consultation cannot find a solution.

This committee is comprised of three members: both parties, the course participant (or trainee) and the RINO amsterdam, and as independent member dhr. R. Hampsink (attorney with Sprengers Advocaten in Utrecht). The last mentioned member will also act as chairperson of the committee.

The Binding Advice Committee makes decisions in the highest instance and will make a decision justly with due observance of reasonableness and fairness, without being bound to the strict rules of due process of law. The committee will also decide for the parties concerning the apportionment of the costs, which can also include the decision to apportion the costs in their entirety to one of the parties. The committee will issue its decision in writing, when possible within three months of the appointment of the committee. A dispute exists if one of the parties gives written notice to the other party that this is the case.

Amsterdam, June 2018

drs. M.C. van Dam, Director