



Terms and conditions of Aircraft Safety Network

1. Airline Trainings

1.1 Booking of Airline Trainings

A course is considered booked if the form included in the offer is filled in completely, signed and is returned to ASN, Aircraft Safety Network via Fax or email.

Bookings via email without the signed attachment of the booking confirmation, as well as bookings via telephone are not considered as fixed order placements.

1.2 Cancellation

Each course may be cancelled without cost until the final date of registration. This is 21 days prior to the beginning of the course.

After the final date of registration cancellation fees are as follows:

21-15 days prior to beginning of the course: 25% of the total cost

14-7 days prior to beginning of the course: 50% of the total cost

Within 7 days prior to the beginning of the course the full costs for the course will be charged.

Cases in which the participants are not able to attend due to sickness can not be regarded and are subject to the above mentioned cancellation conditions. The nomination of replacement participants is possible. In this case no cancellation fee will apply!

Courses with single training modules providing registrations for individual participants are exempted from the cancellation modus stated in this document. Once the booking confirmation is signed, the registration fee has to be paid according to the number of participants booked.

1.3 Reminder fees / Expenses of collection

In the event of delayed payment the customer is required to pay for the incurring reminder fees / expenses of collection that arise for the company ASN, Aircraft Safety Network for the resulting legal proceedings. Specifically the customer is required to pay for the maximum commission due to the debt collecting agency that has been activated. This maximum commission is calculated according to the regulations that are stated by the Federal Ministry of Labour and Economy pertaining to debt collecting agencies.

1.4 Cancellation of courses

ASN, Aircraft Safety Network, reserves the right of timely cancellation.

Even after short notice cancellation of courses or rescheduling, no reimbursement can be offered for arising expenditures. ASN, Aircraft Safety Network, reserves the right to utilize an instructor other than the announced instructor and also reserves the right to reschedule or change modules within the agreed course, if necessary.

1.5 Certificates

ASN, Aircraft Safety Network, issues certificates of participation after completion of courses.

These will be sent by mail after the course payments have been received.

We advise that certificates can only be issued for the training contents in which the participants have been present in their entirety and only for the training that was able to be performed according to the training materials conforming to JAR OPS regulations

1.6 Course contents/Course times

ASN, Aircraft Safety Network, reserves the right to vary the succession of course contents and training times according to the availability of the training facilities.

The course contents are trained according to the current manuals of the respective airline (e.g. OM-A, OM-B, etc.) unless otherwise agreed upon in written terms.



ASN is not liable for incorrect or faulty documentation of the manuals which are made available by the customer nor is ASN liable for the possible resulting loss in training quality.

1.7 Course materials

To be able to conduct trainings according to airline specific procedures, the course materials in the shape of the respective airline manuals must be in the hands of ASN, Aircraft Safety Network at least 7 days prior to the beginning of the course.

Otherwise ASN, Aircraft Safety Network reserves the right to cut and/or shorten course contents or trainings respectively.

The distribution of airline specific procedures in the shape of course materials for the participants is entirely up to the customer.

1.8 Preparation of the course

We advise that ASN, Aircraft Safety Network, requires specific information for the preparation of the course which shall be handed to ASN before the beginning of the course in the form of the „Checklist for relevant data and information“. This information must be in the hands of ASN at least 7 days prior to the beginning of the training and may be sent by email/fax/mail. Otherwise ASN, Aircraft Safety Network, reserves the right to cancel the training.

For the confirmation of the offer by fax/email other deadlines are in place, which are explicitly mentioned in the „Checklist for relevant data and information“.

1.9 Course location

The course location is mutually agreed upon by the customer and ASN, Aircraft Safety Network.

We advise that only locations can be considered that allow training according to JAR OPS. This primarily concerns practical training elements.

ASN, Aircraft Safety Network, is not liable for the loss of quality in training due to short notice changes in training location.

1.10 Transport from/to training location

We advise that transport from/to the training location shall be organized by the customer. On request transport can be organized by ASN, Aircraft Safety Network, for an additional charge. Aircraft Safety Network is not liable for missed training contents due to the late arrival of participants.

1.11 Registration/Disclosure of participant's names

Training facilities at the Vienna airport are special security areas.

Participants of courses are visitors that need to be registered by name with the central security office so as to receive special permission for access.

Aircraft Safety Network advises that latest 7 days prior to the beginning of the course a correct and complete list of participant's names must be available to facilitate carrying out of the training.

Aircraft Safety Network is not liable for damages occurring due to missing information about course lists or individual participant data.

1.12 Course language

ASN offers English and German as the course language. This is agreed upon with the customer during the booking process. We advise that we are not liable, if a participant is not able to understand English or German and therefore is unable to understand certain course contents.

If a translator is to be utilized this shall be agreed upon in written form during conclusion of the contract and will be charged separately.



1.13 Course costs for airline trainings:

The course costs for airline trainings listed in the offer are excluding VAT, excluding travel expenses, training facilities and catering on location (if this be outside Vienna).

2. Events

In the following text an event is designated as any activity performed by ASN that does not fall into the category of airline trainings. (e.g.: workshops, events, guided tours, company events, etc.)

2.1 Booking of Events

An event is considered booked if the form included in the offer is filled in completely, signed and is returned to ASN, Aircraft Safety Network via Fax or email.

or

A signed confirmation of an offer is given via email

Bookings via telephone are not considered as fixed order placements.

2.2 Cancellations

Each event may be cancelled without cost until the final date of registration. This is 21 days prior to the beginning of the course.

After the final date of registration cancellation fees are as follows:

21-15 days prior to beginning of the course: 25% of the total cost

14-7 days prior to beginning of the course: 50% of the total cost

Within 7 days prior to the beginning of the course the full costs for the course will be charged.

Cases in which the participants are not able to attend due to sickness can not be regarded and are subject to the above mentioned cancellation conditions. The nomination of replacement participants is possible. In this case no cancellation fee will apply!

2.3 Reminder fees / Expenses of collection

In the event of delayed payment the customer is required to pay for the incurring reminder fees / expenses of collection that arise for the company ASN, Aircraft Safety Network for the resulting legal proceedings. Specifically the customer is required to pay for the maximum commission due to the debt collecting agency that has been activated. This maximum commission is calculated according to the regulations that are stated by the Federal Ministry of Labour and Economy pertaining to debt collecting agencies.

2.4 Cancellation of events

ASN, Aircraft Safety Network, reserves the right of timely cancellation.

Even after short notice cancellation of courses or rescheduling, no reimbursement can be offered for arising expenditures. ASN, Aircraft Safety Network, reserves the right to utilize an instructor other than the announced instructor and also reserves the right to reschedule or change modules within the agreed course, if necessary.

2.5 Liability waivers

ASN, Aircraft Safety Network, passes out liability waivers at the beginning of or during events. We advise that only participants that have signed the liability waiver may participate in the practical exercises.



2.6 Course contents/Course times

ASN, Aircraft Safety Network, reserves the right to change the succession of course contents or course times according to availability of the training facilities.

2.7 Course location

The course location is mutually agreed upon by the customer and ASN, Aircraft Safety Network.

ASN, Aircraft Safety Network, is not liable for the loss of quality in training due to short notice changes in training location.

2.8 Transport from/to course location

We advise that transport from/to the training location shall be organized by the customer. On request transport can be organized by ASN, Aircraft Safety Network, for an additional charge. Aircraft Safety Network is not liable for missed training contents due to the late arrival of participants.

2.9 Registration/Disclosure of participant's names

Training facilities at the Vienna airport are special security areas.

Participants of courses are visitors that need to be registered by name with the central security office so as to receive special permission for access.

Aircraft Safety Network advises that latest 7 days prior to the beginning of the course a correct and complete list of participant's names must be available to facilitate carrying out of the training.

Aircraft Safety Network is not liable for damages occurring due to missing information about course lists or individual participant data.

2.10 Event costs

The event costs listed in the offer are excluding VAT, excluding travelling expenses and catering on location (if this is outside Vienna).

In case of individual booking/invoicing the fees should be paid before the event begins, latest at the beginning of the event.

In case of booking/invoicing for all inclusive packages the fees shall be paid latest one week after the event date.

Otherwise ASN reserves the right to charge reminder fees/expenses of collection.

3. General

This terms and conditions remain obliging also with juridical ineffectiveness of single conditions in their remaining parts. Changes and supplements of these conditions need the written form. Court state is Niederösterreich.

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