

General Terms and Conditions for Fee-based Services of the International Relations Office of FH JOANNEUM Gesellschaft mbH

1. Information and advice

The International Relations team of FH JOANNEUM Gesellschaft mbH, Eggenberger Allee 11, 8020 Graz, offers the following services:

- **Orientation packages**
- **Excursions**
- **ÖSD exams**

If you require more information, please contact us as follows:

- Tel.: +43 316 5453 8819
- Email: international@fh-joanneum.at
- Web: <https://www.fh-joanneum.at/hochschule/organisation/service-abteilungen/internationale-beziehungen/>

2. Dates and registration

You can register for any of the above services at <https://forms.fh-joanneum.at/int/kostenpflichtige-services-der-abteilung-fuer-internationale-beziehungen/>. The services have to be paid for and registrations are binding.

You will be notified immediately of any services which are booked up or have been cancelled.

3. Right of withdrawal

If a participant has registered for a service by phone, email or online, the participant (provided he/she is a consumer according to the Consumer Protection Act, KSchG) is entitled according to Section 11 of the Remote and External Business Act (FAGG) to withdraw from the contract by explicit declaration (e.g. letter, fax or email) within 14 calendar days starting from conclusion of the contract without having to provide reasons. Saturdays, Sundays and public holidays count. It is sufficient for the notice of withdrawal to be sent within the deadline (the date of the postal receipt is decisive).

You can find a template for the submission of the notice of withdrawal on the website of the International Relations office at:

https://cdn.fh-joanneum.at/media/2018/10/FHJ_INT_AGB_Widerrufsformular.pdf

Using the form is not mandatory. The written notice of withdrawal is to be addressed to:

FH JOANNEUM Gesellschaft mbH
International Relations
Eggenberger Allee 11
8020 Graz
Tel.: +43 316 5453 8819
Email: international@fh-joanneum.at

General Terms and Conditions for Fee-based Services of International Relations Office, FHJ, V 1.1;
16/10/2018

4. Consequences of the withdrawal

If a consumer withdraws from the contract, his/her payments, including delivery costs (except any additional costs incurred by selecting a delivery method other than the least expensive standard delivery offered), will be refunded immediately and no later than within fourteen days from the date on which the notice of withdrawal has been received. The refund will be made using the same payment method as was used by the consumer in the original transaction, unless expressly agreed otherwise. Under no circumstances will the consumer be charged for this refund.

If the consumer requested the commencement of the services during the withdrawal period, he/she must pay an amount which, compared to the contractually agreed total price, corresponds proportionately to the services provided up to the time of withdrawal.

The consumer has no right of withdrawal if, on the basis of an express request by the consumer pursuant to Section 10 FAGG and a confirmation by the consumer that he/she is aware of the loss of the right of withdrawal in the event of full performance of the contract, the execution of the service has commenced before the expiry of the withdrawal period and the service has then been fully rendered.

5. Special conditions

Orientation packages: The registration for the orientation packages is binding; consumers have the right of withdrawal as laid out in section 3.

Excursions: The registration for excursions is binding; consumers have the right of withdrawal as laid out in section 3.

ÖSD exams: The registration for the ÖSD exams is binding; consumers have the right of withdrawal as laid out in section 3.

6. Disclaimer / place of jurisdiction

No liability is assumed for the personal belongings of the participants or for the documents provided. No liability claims can be asserted from the contents of the events and the application of the acquired knowledge. Liability for slight negligence on the part of FH JOANNEUM shall be excluded, with the exception of personal injury. All disputes arising out of or in connection with the booking and participation in an event shall be subject to the exclusive jurisdiction of the competent court in Graz, unless Section 14 KSchG is applicable.

The amount of default interest is determined in accordance with the statutory provisions, i.e. 8% above the base interest rate for business transactions pursuant to Section 352 of the Austrian Commercial Code (UGB) and otherwise 4% p.a. pursuant to Section 1000 of the Austrian General Civil Code (ABGB).

Withdrawal form:

If you wish to withdraw from the contract, please complete this form and return it to:

FH JOANNEUM Gesellschaft mbH
International Relations
Eggenberger Allee 11
8020 Graz
Tel.: +43 316 5453 8820
Email: international@fh-joanneum.at

I/we (*) hereby withdraw from the contract concluded by me/us (*) for the purchase of the following goods/the provision of the following service (*):

Booked service/package/exam/excursion:	
Ordered on/received on:	
Name of the consumer:	
Address of the consumer:	
Signature of the consumer:	
Date:	

(*)please delete as applicable