

TheHealthLab I/S's handelsbetingelser

Afmelding og returret

Du har fuld returret, såfremt du afmelder dig kurset mere end 30 dage inden kursusstart.

Du får 50% af kursets pris refunderet, hvis der er mindre end 30 dage og mere end 14 dage til kursusstart.

Du får ingen refusion, hvis der er mindre end 14 dage til kursusstart.

Det er ikke muligt at få refundering, når først du er startet på kurset – heller ikke efter endt kursus.

Afmelding skal altid ske skriftligt via denne e-mail-adresse: info@thehealthlab.dk

Udskydelse af opstart/Overflytning til senere hold

Din tilmelding sikrer dig en plads på det specifikt tilmeldte hold.

Ønsker du at udskyde din opstart/overgå til et senere hold, gælder følgende:

+30 dage til opstart – Fri overflytning til et andet hold (såfremt der er plads).

15-30 dage før opstart – Gebyr på 25% af prisen for det tilmeldte kursus.

14 dage eller mindre til opstart – Ingen overflytning

Undervisning

Kursusplan og pensum sendes til kursisterne ca. 14 dage inden kursusstart. Der tages forbehold for ændringer undervejs.

Kursisterne skal selv være opmærksomme på tid og sted for undervisningen jf. undervisningsplanen.

Den fysiske og praktiske del af undervisningen foregår på kursisternes eget ansvar. Det gælder fx øvelser i undervisningslokalet, træningsområdet eller andre steder. Den praktiske undervisning udføres iht. kursistens evner og niveau.

Ved akut opstået sygdom eller underviserens anden udeblivelse, vil der så vidt muligt blive fundet en afløser, og i nødstilfælde aflyses undervisningen og der findes en løsning på senere afholdelse af tabt undervisning.

Fravær

Vi anbefaler, at du deltager ved alle undervisningstimer. For at bestå kurset skal du have gennemført minimum 80% af undervisningen.

Reeksamen

Består du ikke din praktiske eksamen, tilbyder vi dig en reeksamen. Reeksamen koster 1000 kr. pr. gang, som dækker omkostninger i forbindelse dermed. Der tilbydes maksimalt to reeksamener pr. kursist. Lokation for reeksamen kan divergere fra første eksamen.

Aflysning af kursus

Ved for få tilmeldninger inden kursusstart, kan vi være nødsaget til at aflyse kurset. I dette tilfælde får de tilmeldte kursister få mulighed for frit at overgå til et senere kursus eller få deres kursusbetaling refunderet. Allerede tilmeldte kursister vil få besked om en aflysning ca. to uger før planlagt opstart

Betaling

Ved tilmelding til kurset og/eller betaling godkender du HealthLabs (thehealthlab.dk) handelsbetingelser, som præsenteres her på siden.

Forud for kursusstart vil du modtage en faktura til betaling af det fulde kursus eller første rate. Betaling af denne faktura er et adgangskrav for deltagelse.

Manglende betaling

Ved manglende betaling indenfor betalingsfristen vil du modtage en rykker på den manglende betaling + 100 kr i rykkergebyr. Betales beløbet ikke efter første rykker, vil sagen overgå til inkasso.

I tilfælde hvor en kursist har fået opdelt betalingen i rater, men ikke overholder ratebetalingen, vil det fulde beløb for kurset blive opkrævet + et rykkergebyr på 100 kr. Betales dette beløb ikke, vil sagen overgå til inkasso.

TheHealthLab I/S' terms & conditions

Cancellation and Refund Policy

You are entitled to a full refund if you cancel your enrollment more than 30 days before the course start date. You will receive a 50% refund of the course fee if you cancel between 14 and 30 days before the course start date. No refunds will be issued for cancellations made less than 14 days before the course start date. No refunds are possible once you have started the course, including after the course has concluded. All cancellations must be submitted in writing to the following email address: info@thehealthlab.dk

Postponing Enrollment / Transferring to a Later Course

Your registration secures a spot in the specific course you signed up for. If you wish to postpone your start date or transfer to a later course, the following conditions apply:

- More than 30 days before start date: Free transfer to another course (subject to availability).
- 15-30 days before start date: A fee of 25% of the original course price will be charged.
- 14 days or less before start date: No transfers are possible.

Instruction/course

The course schedule and curriculum will be sent to participants approximately 14 days before the course begins. We reserve the right to make changes to the schedule. Participants are responsible for being aware of the time and location of classes as outlined in the schedule.

The physical and practical parts of the instruction are conducted at the participants' own risk. This includes exercises in the classroom, training area, or other locations. Practical training is performed according to the participant's abilities and level.

In the event of an instructor's sudden illness or other absence, a substitute will be found whenever possible. In an emergency, the class will be canceled, and a solution will be found for making up the missed session at a later date.

Attendance

We recommend that you attend all classes. To pass the course, you must complete a minimum of 80% of the instruction.

Re-examination

If you do not pass your practical exam, we offer a re-examination. Each re-examination costs 1000 DKK, which covers associated administrative costs. A maximum of two re-examinations are offered per participant. The location for a re-examination may differ from the initial exam.

Course Cancellation

We may be forced to cancel a course if there are too few enrollments before the start date. In this case, registered participants will have the option to freely transfer to a later course or receive a full refund of their course payment. Registered students will be notified about a cancellation app. two weeks before planned start.

Payment

By registering for the course and/or making a payment, you agree to the terms and conditions of TheHealthLab (thehealthlab.dk), which are presented on this page. Before the course begins, you will receive an invoice for the full course payment or the first installment. Payment of this invoice is a prerequisite for participation.

Non-Payment

If payment is not received by the deadline, you will receive a reminder for the outstanding payment plus a 100 DKK late fee. If the amount is not paid after the first reminder, the case will be sent to a collection agency.

In cases where a participant has a payment plan with installments but fails to meet the installment deadlines, the full course amount will be due immediately, along with a 100 DKK late fee. If this amount is not paid, the case will be sent to a collection agency.