

General Terms & Conditions

These General Terms & Conditions apply to all training events (hereinafter referred to as “Training Events”), including educational and training activities organized by Geistlich Pharma AG. They shall apply, unless individual written agreements have been made between the parties that deviate from these General Terms & Conditions.

1. Registrations

Registrations for Training Events with Geistlich Pharma AG are accepted on a first-come, first-served basis and require an online registration.

2. Cancellations of Registrations and Substitutions

Cancellations must be submitted in writing and will only be accepted if received at least 30 days before the start of the Training Event.

For cancellations received at least 30 days before the start of the Training Event, no fees will be charged and already paid fees will be refunded.

For cancellations received less than 30 days before the start of the Training Event, the full fee applies and will be invoiced.

There is no entitlement to a refund of fees already paid in case of unexcused non-attendance, or discontinuation of participation before completion.

A transfer of the registration to another suitably qualified professional participant is possible free of charge up to 5 working days before the start of the Training Event, subject to prior assessment and approval by Geistlich Pharma AG. For participant substitutions made after this deadline, Geistlich Pharma AG reserves the right to invoice for any costs incurred.

3. Fees and Payment

The participation fee is charged per participant. The fee includes course attendance, course materials and documentation, the certificate of attendance and, where applicable additional certificates. For full- or multi-day courses, the fee also includes coffee breaks, lunch, and where applicable, dinners and hotel accommodation .

Any additional hotel nights or extensions of stay outside the official Event dates will be charged separately and invoiced to the participant. Missed meals or hotel stays do not entitle to a reduction in the course fee.

The participation fee is generally invoiced after the conclusion of the Training Event and must be paid by the due date stated on the invoice. At certain events, Geistlich Pharma AG may issue the invoice before the Training Event. In such cases, the participation fee must be paid within 14 days of the invoice date and, in any event, prior to the start of the Training Event.

VAT will be charged in addition, where applicable, in accordance with the relevant legal requirements.

4. Training Event Cancellation or Modification by Geistlich Pharma AG

Geistlich Pharma AG reserves the right to cancel the Training Event up to 20 days before commencement if the anticipated minimum number of participants is not reached or the instructor(s) is/are unavailable and cannot be replaced. In such cases, any fees already paid will be fully refunded.

Geistlich Pharma AG is entitled to provide equivalent replacement instructors or to make reasonable changes to the program, schedule, location or training content.

If the Training Event has to be cancelled for any reason whatsoever (including but not limited to Force Majeure), the participation fee will be waived. However, Geistlich Pharma AG accepts no further liability, for example for indirect losses, reimbursement of travel expenses already incurred, or similar.

5. Limitation of Liability

Geistlich Pharma AG is liable only for direct damage caused by intentional or grossly negligent conduct. Liability for cases of slight negligence is limited to the amount of the participation fee. Any further liability, including, but not limited to any liability for indirect or consequential damage (including loss of profit, travel expenses, accommodation costs, or third-party claims) and for auxiliary persons is excluded to the maximum extent permitted by Swiss law.

Participation in the Training Event and the use of equipment and facilities occur at the participant's own risk. Participants are required to always follow the safety instructions of Geistlich Pharma AG. Insurance coverage is the sole responsibility of the participant.

Where a Training Event, or parts thereof, is conducted in a virtual or hybrid format (e.g. with remote participation of speakers), Geistlich Pharma AG will take reasonable measures to ensure the technical setup and delivery. However, Geistlich Pharma AG assumes no liability for technical issues beyond its reasonable control, including but not limited to connection problems, interruptions, or technical failures affecting remote participation. Geistlich Pharma AG reserves the right to make reasonable changes to the technical setup or platforms used.

6. Force Majeure

Geistlich Pharma AG shall not be liable for any failure or delay in performing its obligations if such failure or delay is due to circumstances beyond its reasonable control, including but not limited to natural disasters, epidemics, war, strikes, or governmental restrictions.

7. Copyright and Recordings

The materials provided in connection with the Training Event are subject to the copyright of Geistlich Pharma AG and are intended exclusively for participants.

Any materials provided, including presentation slides where applicable, are intended for personal use only and shall not be distributed, reproduced, used at other events, shared, or otherwise made available to third parties. This does not apply to materials that are explicitly designated as publicly available or promotional in nature.

Participants are not permitted to make audio, film, or video recordings of the Training Event and its materials without the prior written consent of Geistlich Pharma AG.

8. Photography

Photographs may be taken at the Training Event for Geistlich Pharma AG's own promotional and/or communication purposes (e.g. website, social media, brochures). By registering, participants consent to such use of images in which they may be identifiable. Participants may refuse to give their consent when registering. Consent may also be withdrawn at a later date. Participants who do not wish to be photographed must inform the photographer on the event day.

9. Data Protection

Geistlich Pharma AG acts as data controller for the processing of personal data in connection with Training Events.

Geistlich Pharma AG processes the participant's registration data (e.g. name, address, contact details, professional information) in order to organise and conduct Training Events, to manage the business relationship, and to comply with legal obligations. This processing is based on the performance of the contract and on Geistlich Pharma AG's legitimate interests; where applicable law requires consent for a specific processing activity, such processing is carried out only on that basis.

Where processing is based on consent, the participant may withdraw that consent at any time with effect for the future. Withdrawal does not affect the lawfulness of processing carried out before withdrawal, nor processing that Geistlich Pharma AG is entitled or required to carry out for the performance of the contract or to comply with legal retention obligations.

Geistlich Pharma AG may engage processors (e.g. event, IT, or logistics service providers) and may disclose personal data to third parties where necessary for the purposes set out above. Details, including any disclosure abroad and the applicable safeguards, are set out in the Privacy Notice.

Participants have the rights afforded to them under applicable data protection law, in particular the right to information/access and the right to rectification or erasure of their personal data. Under the Swiss Federal Act on Data Protection, participants additionally have the right to data portability; under the EU General Data Protection Regulation, where applicable, participants additionally have the right to restriction of and objection to processing, and the right to lodge a complaint with a supervisory authority.

Further information on the data processing, the participant's rights, the data categories concerned, and data retention is available in the Geistlich Pharma AG Privacy Notice: [Privacy Policy – Geistlich Pharma AG](#)

10. Participant Conduct

Geistlich Pharma AG reserves the right to refuse or withdraw participation of a specific participant in cases of inappropriate behavior, safety risks, or non-compliance with the Training Event rules. In cases of minor misconduct, the participant will first be given a warning before being excluded. In case of an exclusion, participation fees will still be charged or, if payment has already been made, will not be refunded.

11. Participation and Certification

A certificate of attendance may be issued upon completion of the Training Event at the participant's request. The issuance of a certificate is subject to full attendance.

Additional certificates (e.g. regarding credit points) depend on the relevant course description and the structure of the training event.

12. Amendment of these General Terms & Conditions

Geistlich Pharma AG may amend these General Terms & Conditions at any time by publishing the updated version on the website. The amended General Terms & Conditions take effect upon publication.

In the case of registrations that are already in progress, the application of the amended General Terms & Conditions is subject to the participant's consent.

13. Severability

Should any provision of these General Terms & Conditions be or become invalid, the validity of the remaining provisions shall not be affected.

14. Governing Law and Jurisdiction

These General Terms & Conditions are an integral part of registration. By registering, the participant accepts these General Terms & Conditions.

The exclusive place of jurisdiction is Zurich, Switzerland. Swiss Law is applicable under exclusion of conflict-related standards.