

General Terms and Conditions

Registration

To sign up for a course, please use our website or contact our nearest workshop, or e-mail us at cramoskolan@cramo.com, or you can call 08-623 55 30. Registrations are processed in the order they were received and are final. The deadline for registration is provided on our website.

Unable to attend/Cancellation/Change of registration

If you are unable to attend, you may transfer your place to a colleague, but remember to notify Cramoskolan. Cancellation must be made in writing to Cramoskolan via our website or to our e-mail address cramoskolan@cramo.com. If cancelling later than five working days (10 business days for company-customized courses) prior to course start or failing to appear (no-show), you will be charged for the whole course. You will also be responsible for any other fees related to the cancellation.

Course facilities

The courses are held at our Training Centers with adapted and fully equipped facilities or at any of our other workshops, if required. We also conduct customized in-company training at your workplace.

Course fee/billing fee

Course fees vary depending on the type of course. The course fees are listed on our website. Fees include, unless otherwise specified, the cost of the course, course documentation, certificate of training (diploma), refreshments, and possibly lunch. Course fees are billed upon completion of course. Payment terms are 15 days net. All fees are stated exclusive of VAT. Cramo charges an administrative fee of SEK 50 per bill, excluding VAT.

Confirmation

Following your reservation, you will receive an e-mail confirmation. This e-mail will contain all the pertinent information, e.g., address, time, date and participants' names and personal ID numbers. Review the confirmation notice carefully to ensure that all the information is complete and correct. If you have not received your confirmation, please contact us by phone at 08-623 55 30.

Certificate of Training

Having completed the course and passed the examination, each participant will receive a Certificate of Training (Diploma). If you wish to receive a new Certificate of Training, for instance, due to loss or inaccurate information, you will be charged a fee of SEK 395 per certificate.

Course Evaluation

All courses will be evaluated.

Ownership of training content

All course materials, course content, course design and implementation belongs to Cramoskolan. Course material, in this context, refers to all documents produced by Cramoskolan itself or through (sub)consultants and used in the course. The course material, which the customer has access to during the course, is protected by copyright law and may not be copied, distributed or reproduced in any form.

Certificate of Training

Cramoskolan will send you a Certificate of Training after completion of training to the company address provided by the participants during the training session. Participants are responsible for providing the correct shipping address.

Course requirements

At Cramoskolan's website www.cramoskolan.se you can find a description of all the course offerings and information about course requirements/prerequisites, if applicable. Course content, course requirements and home studies, if applicable, are provided in the course outline on our website. To best benefit from each session, we recommend perusing the prerequisites for each course, as well as following the reading instructions for any home studies.

Processing of Personal Data

Cramoskolan maintains and stores personal information about the students and the contact persons who have undergone and / or booked training organised by Cramoskolan, in accordance with applicable law. Cramoskolan is responsible for the personal information that is available at Cramo and for the information that is transferred to the printers for the diplomas.

Cramo is using the information that is registered to identify the customer when ordering a diploma, registration with the Fire Protection Association (Heta Arbeten / "hot work") and also to help the customer with, for example, ordering a new educational certificate. The data can also be used for statistical purposes, invoicing and for information on upcoming training, unless the customer explicitly declined it. In the event when the employer is the client of the education, personal data and diplomas will be transferred to the given employer. The employer is considered to be the purchaser, partly when current education is booked by the employer and partly because the employer is the invoice recipient.

At the request of a diploma, for previously completed education, it can be sent to the course participant or current employer.

Each registered person has the right to receive, once a year, free of charge information about which personal information about this person is processed by Cramo and for which Cramo is the personal data manager by contacting Cramo in writing to dataprotection.se@cramo.com.

Each registered person also has the right to request that personal data be deleted or that any incorrect personal data to be corrected.

Deletion of personal data cannot take place if it is required to fulfill the agreement or if another Swedish or European law, court or authority decision states otherwise, and whether it is based on weighing of interest.

In some cases you also have the right to data portability of your personal data.

Reservations

In case of an insufficient number of registrations, Cramoskolan reserves the right to cancel or postpone the start of the announced courses. Registered participants (trainees) will then be notified as soon as possible by telephone or e-mail. Course participants will be offered a slot at another course location/session with another course supervisor. If certain courses are overbooked, registered participants will be referred to another course/session, or if possible, additional course sessions will be added. In the event of full registration and/or overbooking, slots will be provided according to the order of registration (first come, first served) principle.

As for lift refresher courses, Cramoskolan requires that a participant be able to produce a certificate of training issued by a company certified by the Swedish Lift Education Council. Otherwise, a full debit will be made, and a lift card will not be issued.

Cramoskolan is not responsible for any direct or indirect (consequential) damage, in the event the course will have to be canceled in full or in part due to the illness of an instructor, or damage due to Swedish or foreign law enforcement, Swedish or foreign government action, the event of war, strike, blockade, boycott, lockout or other similar circumstances.