

Terms and Conditions

Education Courses and Events

ECO Platform AISBL | Version July 2026

These Terms and Conditions govern the registration for and participation in education courses and events offered by ECO Platform AISBL. By registering, purchasing a ticket, paying an invoice, attending, or accessing an online session, the participant and, where applicable, the organisation on whose behalf the participant registers, agree to these Terms and Conditions.

1. Scope and Applicability

- 1.1. These Terms and Conditions apply to all education courses, trainings, workshops and paid events organised by ECO Platform AISBL, including the ECO Conference and related paid programme elements, whether delivered in person, online or in a hybrid format.
- 1.2. Additional event-specific or course-specific information published on the relevant registration page, invoice, confirmation email or event website forms part of the agreement between ECO Platform and the participant, provided that it does not conflict with these Terms and Conditions.
- 1.3. If an organisation registers a participant or pays the applicable fee, that organisation is responsible for ensuring that the participant is aware of and complies with these Terms and Conditions.

2. Registration and Contract Formation

- 2.1. Registration is completed through ECO Platform's online registration system, currently operated via Odoo, or through any other registration process expressly accepted by ECO Platform.
- 2.2. The participant must provide complete and accurate registration and billing information, including a valid VAT identification number where applicable. ECO Platform may request additional information where required for invoicing, tax treatment, event access, certificates or compliance purposes.
- 2.3. A registration is subject to availability and may be refused or cancelled by ECO Platform where information is incomplete or incorrect, payment is not received in time, eligibility requirements are not met, or the registration appears to be abusive, fraudulent or otherwise inappropriate.
- 2.4. Participation may be conditional upon full payment of the applicable fees before the start of the course or event, unless ECO Platform has expressly agreed otherwise in writing.

3. Fees, VAT and Payment

- 3.1. Fees are stated on the relevant registration page, order confirmation or invoice. Unless expressly stated otherwise, fees are exclusive of any applicable value added tax (VAT) and similar taxes.
- 3.2. VAT is applied in accordance with the applicable Belgian and EU VAT rules, depending on the nature of the service, the place of supply, the participant's status and the billing information provided.
- 3.3. For in-person events taking place in Belgium, Belgian VAT may apply and reverse charge treatment may not be available, even where the participant provides a valid VAT identification number, unless mandatory VAT rules provide otherwise.
- 3.4. For online courses, online access or other services, reverse charge treatment may apply for eligible business customers established in another EU Member State where a valid VAT identification number and all required billing information are provided before invoicing. If reverse charge treatment is not applicable or cannot be validated, VAT may be charged.
- 3.5. Payment may be made by credit card or other online payment method made available through ECO Platform's payment provider, currently Stripe, or by bank transfer following issuance of an invoice. Any bank charges, currency conversion fees or payment provider charges imposed on the participant are borne by the participant.
- 3.6. Invoices are issued to the billing details provided during registration. Changes to invoices after issuance are at ECO Platform's discretion and may be refused where they are not legally or administratively feasible.
- 3.7. Late or unpaid invoices may result in suspension or refusal of access to the course, event, livestream, materials, certificate or event app without prejudice to ECO Platform's right to claim payment of outstanding amounts.

4. Education Courses

- 4.1. ECO Platform may specify course-specific requirements, schedules, trainers, learning outcomes, examination formats, certificates and minimum participant numbers on the relevant registration page or course information page.
- 4.2. ECO Platform reserves the right to make reasonable changes to course content, trainers, schedule, delivery method, platform or examination arrangements where necessary for organisational, technical, legal or quality-related reasons.
- 4.3. Course materials are provided for the registered participant's personal and professional learning purposes only. They may not be copied, shared, published, uploaded, distributed, resold, used for training third parties or otherwise exploited without ECO Platform's prior written permission.
- 4.4. Where a course includes an examination or certificate, ECO Platform may define additional participation, attendance, identification or integrity requirements. Certificates may be withheld where these requirements are not met.

5. Paid Events

- 5.1. ECO Platform may publish event-specific information, including programme, venue, access details, catering information, speakers, sessions, networking opportunities, event app access, livestream access and logistical information on the relevant event website or registration page.
- 5.2. ECO Platform reserves the right to make reasonable changes to the programme, agenda, speakers, moderators, session formats, timings, venue rooms, seating arrangements, catering, event app, livestream arrangements or other organisational elements where necessary or appropriate.
- 5.3. Such changes do not entitle the participant to a refund, price reduction or compensation, provided that the overall nature of the paid event is not materially changed.
- 5.4. Participants must comply with reasonable venue, safety, access and organisational instructions communicated by ECO Platform, the venue or their authorised representatives.

6. Cancellation by the Participant, Refunds and Substitutions

- 6.1. Any request to cancel a registration must be submitted in writing by email to office@eco-platform.org. The date of receipt of the cancellation email determines the applicable cancellation period.
- 6.2. Unless event-specific or course-specific terms provide otherwise, the following cancellation policy applies:
 - a) Cancellations received 30 calendar days or more before the start date of the course or event: 75% refund of the applicable fee paid.
 - b) Cancellations received less than 30 calendar days before the start date of the course or event: no refund.
- 6.3. Refunds are made to the original payer or through the original payment method where reasonably possible. ECO Platform may deduct non-refundable third-party payment charges where these have been charged to ECO Platform and cannot be recovered.
- 6.4. A participant may request to transfer their registration to another person from the same organisation or to another eligible person. Substitution requests must be submitted in writing to office@eco-platform.org in good time before the course or event and must include the full details of the substitute participant. ECO Platform may refuse a substitution where it is not administratively, legally or technically feasible, or where eligibility requirements are not met.
- 6.5. Any difference in fees, VAT treatment or eligibility resulting from a substitution may be invoiced separately or may prevent the substitution from being accepted.

7. Cancellation, Postponement or Format Change by ECO Platform

- 7.1. ECO Platform reserves the right to cancel a course or event if a minimum number of participants is not reached, or where organisational, technical, legal, safety-related or other significant reasons make cancellation necessary.
- 7.2. Where a course or event is cancelled by ECO Platform, ECO Platform will refund fees already paid for the cancelled course or event. This refund is the participant's sole financial remedy for cancellation by ECO Platform.

- 7.3. ECO Platform is not liable for travel, accommodation, visa, subsistence, opportunity costs, internal costs, loss of profit or any other costs or losses incurred by the participant or their organisation in connection with a cancelled, postponed, relocated or changed course or event.
- 7.4. ECO Platform may postpone a course or event, change its venue, or convert an in-person format into an online or hybrid format where reasonably necessary. In such cases, ECO Platform will inform registered participants as soon as reasonably possible and will indicate whether the registration remains valid for the new date, venue or format.

8. Online Access and Livestreams

- 8.1. Where online access or a livestream is included, access details are personal to the registered participant and may not be shared, forwarded, sold or made available to third parties.
- 8.2. The participant is responsible for ensuring that they have suitable internet access, hardware, software and technical settings to access the online course, event or livestream.
- 8.3. ECO Platform is not responsible for connection problems, device issues, software restrictions, firewall settings, local IT policies or other technical problems on the participant's side. Such issues do not entitle the participant to a refund or compensation.
- 8.4. ECO Platform does not guarantee that recordings will be made available unless this is expressly stated on the relevant registration page or in the event information.

9. Allergies, Dietary Requirements and Accessibility

- 9.1. Participants must inform ECO Platform of any relevant allergies, dietary requirements or accessibility needs in writing and sufficiently in advance of the course or event.
- 9.2. ECO Platform will make reasonable efforts to accommodate such requirements, but cannot guarantee that all individual requirements can be met. Participants remain responsible for assessing whether the arrangements are suitable for their individual needs.

10. Event App, Participant Lists and Networking

- 10.1. ECO Platform may use an event app or similar digital tool, currently LineUpR, to provide event information, agenda details, networking functions, participant lists, updates, livestream information or other event-related services.
- 10.2. For event organisation and networking purposes, ECO Platform may display limited participant information in the event app or participant list, such as name, organisation, role or country, where this is reasonably necessary for the event and in accordance with applicable data protection rules.
- 10.3. Participants who do not wish to appear in a participant list or event app profile should contact ECO Platform in writing in good time before the event. ECO Platform will make reasonable efforts to accommodate such requests, subject to technical and organisational feasibility.

11. Photography, Video and Audio Recordings

- 11.1. Photographs, video recordings and audio recordings may be taken during ECO Platform events. These may include images or recordings of participants, speakers, moderators and the audience.
- 11.2. ECO Platform may use such materials for documentation, reporting, communication and promotional purposes, including on its website, event website, newsletters, social media channels, presentations and other communication materials.
- 11.3. Participants who do not wish to be photographed or recorded, or who have specific concerns, should inform ECO Platform in writing before the event or speak to the event team on site. ECO Platform will make reasonable efforts to respect such requests, but cannot guarantee that a participant will not appear incidentally in wide-angle, crowd or background images.

12. Intellectual Property

- 12.1. All course and event materials, presentations, documents, graphics, logos, recordings, videos, text, software, methods and other content made available by ECO Platform, speakers, trainers or licensors remain the intellectual property of their respective owners.
- 12.2. Participants may use materials solely for their own internal information and learning purposes, unless expressly agreed otherwise in writing.
- 12.3. Participants may not reproduce, distribute, publish, upload, record, stream, resell, modify, create derivative works from, or otherwise exploit course or event materials without prior written consent from ECO Platform or the relevant rights holder.

13. Data Protection

- 13.1. ECO Platform processes personal data for the purposes of registration, invoicing, payment administration, course and event organisation, access management, participant communication, certificates, event app operation, networking, security, legal compliance and documentation.
- 13.2. ECO Platform may share personal data with service providers where necessary for these purposes, including providers of registration and invoicing systems such as Odoo, payment providers such as Stripe, event app providers such as LineUp, IT service providers, venues and other processors or service providers involved in organising the course or event.
- 13.3. ECO Platform's processing of personal data is further described in its Privacy Policy available at <https://www.eco-platform.org/privacy-policy.html>. In case of questions or data protection requests, participants may contact ECO Platform using the contact details stated in the Privacy Policy.

14. Liability

- 14.1. To the maximum extent permitted by applicable law, ECO Platform is not liable for indirect, incidental, consequential or special damages, loss of profit, loss of business, loss of opportunity, loss of data, reputational damage, travel costs, accommodation costs, subsistence costs, visa costs or other expenses incurred in connection with a course or event.

- 14.2. ECO Platform is not liable for loss of or damage to personal belongings, unless caused by ECO Platform's proven gross negligence or wilful misconduct.
- 14.3. ECO Platform is not responsible for statements, opinions, materials or conduct of speakers, trainers, participants, sponsors, venues, service providers or other third parties, unless mandatory law provides otherwise.
- 14.4. ECO Platform's total aggregate liability for claims arising out of or in connection with a course or event is limited to the amount of fees actually paid to ECO Platform for the relevant course or event by or on behalf of the participant, unless liability cannot be limited under mandatory applicable law.
- 14.5. Nothing in these Terms and Conditions limits or excludes liability where such limitation or exclusion is prohibited by mandatory applicable law.

15. Force Majeure

- 15.1. ECO Platform is not liable for any failure or delay in performing its obligations where such failure or delay is caused by events beyond its reasonable control, including but not limited to natural disasters, extreme weather, fire, flood, epidemic or pandemic, war, terrorism, civil unrest, strikes, labour disputes, governmental or regulatory measures, travel restrictions, venue closure, illness of key speakers or trainers, power failure, internet failure, platform failure or other technical disruptions.
- 15.2. In such circumstances, ECO Platform may cancel, postpone, relocate, modify or change the format of the affected course or event. ECO Platform will make reasonable efforts to inform participants and minimise disruption.

16. Amendments

- 16.1. ECO Platform may amend these Terms and Conditions from time to time. The version applicable to a registration is the version made available at the time of registration, unless mandatory law requires otherwise or the participant expressly agrees to a later version.
- 16.2. Any event-specific or course-specific terms communicated during registration may supplement these Terms and Conditions.

17. Governing Law and Jurisdiction

- 17.1. These Terms and Conditions and any contractual or non-contractual disputes arising out of or in connection with them are governed by the laws of Belgium.
- 17.2. The courts of Brussels, Belgium, have exclusive jurisdiction, unless mandatory applicable law provides otherwise.

18. Contact

- 18.1. For questions regarding registration, payment, cancellation, substitution or event logistics, please contact ECO Platform at office@eco-platform.org.