



**European Academy**  
for Taxes, Economics & Law

# Disaster Management

Preparation, Action Plans, Monitoring & Cooperation Strategies

European Conference  
22<sup>nd</sup> to 24<sup>th</sup> November 2010, Berlin

Brochure

# EUROPEAN CONFERENCE

## Disaster Management

Preparation, Action Plans, Monitoring & Cooperation Strategies

### Background

Disasters whether natural or man-made can hit at any time and do not acknowledge political frontiers. The actual outbreak of a disaster like severe rain or snow falls, storms or even earthquakes cannot be prevented from happening. But if you are adequately prepared resilient areas and cities won't remain a utopia. Rising frequency and impact of natural disasters worldwide demand profound and perfectly running international disaster preparedness managements. The European Union intends to facilitate reinforced co-operation between the Member States in the field of civil protection. But still, international and often inter-agency cooperation remain a challenging task.

Aspects to be considered:

- Compliance of existing emergency plans and rising intensity of disasters
- Being up to date with the latest tools for monitoring of endangered areas
- Guarantee immediate return to day-to-day business to save time and money
- Undertake smooth and effective international teamwork

### Conference Contents

This European Conference encourages stakeholders at all levels of government, private sector, public health and related professions to exchange ideas on collaborating to protect lives and property from disaster. We focus on real events and lessons learnt which give you inspiration to improve your own disaster preparedness plan. Question and answer sessions as well as plenary sessions provide a perfect platform to identify available resources and improve your strategies to prepare for the next disaster. An additional specially designed workshop will enable participants to improve their disaster preparedness management plan. Moreover, you will have the opportunity to network with experts from all areas of Disaster Preparedness Management from all over Europe and arrange new international cooperation models.

### Teaching Methods

- Lectures and case studies
- Discussions and Q&A Sessions
- Plenary Session
- Best practice reports
- Small group tasks
- Rich conference material and hand-outs
- Workshop

### Target Group

- Public officials or employees working in
  - Ministries of Interior
  - Ministries of Emergency
  - Ministries of Defence
  - Federal State Ministries
- From departments such as
  - Disaster Management
  - Disaster Preparedness Management
  - Civil Protection
  - Disaster Relief Affairs
  - Crisis Management
  - Fire Rescue Service
  - Defence
  - Critical Infrastructures
  - Emergency Planning
  - National Security
  - Civil Contingencies
- City councils and communities
- Military and police personnel
- Fire departments
- Rescue services
- Red Cross associations
- Humanitarian Aid agencies
- Agencies for technical relief
- Associations and non-profit organisations
- Councils and authorities with security interests
- Representatives from industrial and safety sector
- Lawyers and consultancies specialized in disaster management
- National centres of expertise for civil protection

### Your Benefit

- Save your citizens – prepare for the next disaster
- Get a pioneer in Emergency Preparedness Management
- Be one step ahead – discover new ways of cross border cooperation
- Make the most out of the financial instrument of the EU
- Save money by getting back earlier to your day-to-day business
- Protect your reputation – improve your emergency management skills

# PROGRAMME DAY 1

## Disaster Management

Preparation, Action Plans, Monitoring & Cooperation Strategies

22<sup>nd</sup> November 2010

8.30-9.00

Registration and Hand-out of Conference Material

9.00-9.05

Opening Remarks from the European Academy for Taxes, Economics & Law

9.05-9.10

### Welcome Note from the Chair:

**Simon Langdon, Director, CEDARthree Limited, United Kingdom**

9.10-9.30

### Key Note Speech: EU Financing Programmes for Disaster Management and Civil Protection

**Dr. Alexander Kopke, Principal Administrator, Unit ECHO C4, Civil Protection – Prevention & Preparedness, European Commission, Belgium**

9.30-10.00

### Guidelines on International Disaster Response Laws, Rules and Principles (IDRL) and EU IDRL Study

- Introduction to the IDRL Guidelines
- EU IDRL Study
- Legal Situation in Germany
- Practical Problems in International Disaster Management

**Dr. Stefanie Haumer, Legal Advisor, International Law and Institutions Department, German Red Cross Headquarters, Germany**

10.00-10.15

Q&A Session

10.15-10.45

Coffee Break

10.45-11.30

### Governmental Crisis Preparedness Management Made in Austria

- Overview: Disasters 2005-2009 in Styria and practical experiences
- Structure of the Austrian/Styrian Disaster and Crisis Management
- Safety Architecture of Styria: co-operation between voluntary and governmental systems in the framework of human and technical resources
- Responsibilities
- Future activities

**Dr. Kurt Kalcher, Head of Department, Disaster and Crisis Management, Office of the State Government of Styria, Austria**

11.30-11.45

Q&A Session

11.45-12.30

### Monitoring of Disasters: GEO-Information during Disasters

- Regional and global response
- Importance of geo(graphic) information
- Situation map and tools
- Examples on national/regional disasters (Galtür 1999, today)
- Examples on international disasters (Haiti Earthquake and Storms, Chile Earthquake)

**Bernd Nogger, Project Coordinator, GIS, EU CP and UNDAC Member, Department of Civil Protection, Government of Tyrol, Austria**

12.30-12.45

Q&A Session

12.45-14.00

Lunch Break



**European Academy**  
for Taxes, Economics & Law

14.00-14.45

### Developing a Collaborative Model for Disaster Preparedness Management

- Estonia's crisis management system
- Methods for disaster preparedness and prevention
- Nordic cooperation in disaster preparedness
- Latest developments and tools in disaster preparedness management

**Tauno Suurkivi, Adviser, Rescue and Crisis Management Policy Department, Ministry of the Interior, Estonia**

14.45-15.00

Q&A Session

15.00-15.30

Coffee Break

15.30-16.15

### Enhancing Inter-Agency Coordination and Cooperation to Improve Disaster Preparedness Management

- Involved services and responsibilities on national regional and local level
- Why there is a need to cooperate? International perspective of cooperation
- Examples of coordination/cooperation in UN and the Red Cross
- How to improve the cooperation? Suggestions and lessons learnt

**Flemming Nielsen, Deputy Head of Unit International Preparedness and Operations, Danish Emergency Management Agency, Denmark**

16.15-16.30

Q&A Session

16.30-17.15

### Plenary Session with Speakers

**Led by the Chair Simon Langdon, Director, CEDARthree Limited, United Kingdom**

17.15

End of Day One

# PROGRAMME DAY 2

## Disaster Management

Preparation, Action Plans, Monitoring & Cooperation Strategies

23<sup>rd</sup> November 2010

8.55-9.00

### Welcome Note from the Chair

**Simon Langdon, Director, CEDARthree Limited, United Kingdom**

9.00-9.45

### Resilient Cities:

#### Preparation, Response and Return to Day-to-Day Business

- The lessons identified in the UK using the London bombings as a case study
- The criticality of inter-city partnerships and information sharing
- The importance of a fast time communications ability to ensure fast time recovery
- Searching for untraditional partners with relevant skills
- UK best practice for training the workforce
- Citizens as the first responders

**Brett Lovegrove, Director, City Security and Resilience Networks (CSARN) and Former Head of Counter Terrorism, City of London Police, United Kingdom**

9.45-10.00

Q&A Session

10.00-10.30

### Optimizing Coordination of International Cooperation

- Disaster Preparedness on National and International level
  - Procedures and responsibilities of partners
  - Desktop exercises on disaster management
- Disaster response management
  - Managing the use of response teams within the organization
  - Multiagency response coordination
- Coordination of rehabilitation phase of response operation
  - Assessment of needs done by response coordinators on the spot of disaster
  - Coordination of different agency involvement in delivering support to the final beneficiaries

**Katarzyna Stepinska, Head of Programme Department, Red Cross Head Office, Poland**

10.30-10.45

Q&A Session

10.45-11.15

Coffee Break

11.15-12.00

### Case Study I: Disaster Management in Moravian-Silesian Region – a Unique System of Commanding and Coordination

- General information
- Integrated Rescue System: Cooperation of Fire Service, EMS, Municipal Police and National Police Forces
- Command, Control and Coordination
- Emergency Call Centre
- Integrated Response Centre
- Crisis Management in case of large disasters

**Col. Dipl. Ing. Dr. Vladimír Vlček, Deputy Regional Chief Fire Officer of the Fire Rescue Brigade of Moravian-Silesian Region, President of the Czech Association of Fire Officers, Czech Republic**

12.00-12.15

Q&A Session

12.15-13.30

Lunch Break

13.30-14.00

### Emergency Management of the Xynthia Storm in France

- Introduction of emergency management in France
- Xynthia in France
- Methods of support: the French approach
- Challenges faced and lessons learnt

**Colonel Philippe Nardin, Head of Department of Defence and Civil Security, International Relations, Ministry of Interior, France**

14.00-14.15

Q&A Session

14.15-15.00

### Case Study II: International Cooperation during the Flooding in Poland

- Introduction of THW and its role within the EU-CivPro-framework
- The situation in Poland
- Methods of support : the common European approach
- Deployment and operations in the disaster areas

**Christian Gohl, Project Manager ETS, Unit E 2, Federal Agency for Technical Relief (THW), Germany**

15.00-15.15

Q&A Session

15.15-15.45

Coffee Break

15.45-16.30

### Best Practice: Crisis Management during the Heavy Snow Falls in Hampshire County

- Emergency Management System in the UK
- Characteristics of Civil Protection legislation
- Snowfalls in Hampshire: how to prepare for the unpredictable
- Coordinating for response

**Ian Hoult, County Emergency Planning Officer, Hampshire County Council, United Kingdom**

16.30-16.45

Q&A Session

16.45-17.30

### Best Practice Madeira Flood Management

- Portuguese National Civil Protection System – brief overview
- The flood – facts and figures
- The emergency management
- Lessons learnt

**Ana Martins, Head of Technical Support Unit and Coordinator of the International Relations Office of the Portuguese National Authority for Civil Protection (ANPC), Ministry of Interior, Portugal**

17.30-17.45

Q&A Session

17.45

End of Conference and Hand-out of Certificates

## WORKSHOP DAY 3

# Disaster Management

Preparation, Action Plans, Monitoring & Cooperation Strategies



European Academy  
for Taxes, Economics & Law

24<sup>th</sup> November 2010

9.30

**Registration and Hand-out of Workshop Material**

10.00

**Opening Remarks from the European Academy for Taxes, Economics & Law**

**Welcome Note from the Workshop Leader:**

**Simon Langdon, Director of CEDARThree Limited from the United Kingdom**

**Coffee and lunch breaks as well as Q&A sessions will be coordinated by the chair as required**

### Workshop: Improving your own Disaster or Crisis Management Plan

The principles of crisis management and disaster management are broadly similar and are the same at any level whether local, regional, national or international. Studying and developing European Disaster Management Preparedness is therefore an excellent way to ensure that all organisations of whatever size or wherever located within Europe are appraised of current best practice in disaster preparedness. Now is the time to begin disaster preparedness planning – not when disaster strikes.

The workshop will be largely interactive and commence with a presentation on the characteristics and principles of crisis management.

The workshop will then focus on the following crisis management fundamentals:

- **Roles and responsibilities**
- **Detailed tasks**
- **Crisis and disaster identification**
- **On-call, standby and invocation processes**
- **Identification of internal and external lines of communication**
- **Decision making and the resolution of conflicts of interest**
- **Status reporting**
- **Identification of key communication and technical equipment**
- **Media handling**

Additionally, there will be scenario led table top exercise in small groups to validate the disaster/crisis preparedness management plan and process.

15.30

**End of Workshop and Hand-out of Certificates**

## SPEAKERS

# Disaster Management

Preparation, Action Plans, Monitoring & Cooperation Strategies



European Academy  
for Taxes, Economics & Law

### **Dr. Alexander Kopke**

**Principal Administrator, Unit ECHO C4, Civil Protection – Prevention & Preparedness, European Commission, Belgium**

Alexander Kopke is working in Prevention and Preparedness Department in the Directorate General ECHO of the European Commission. Prior to this position worked in the field of European competition control. Due to his engagement in the Directorate General Environment he was responsible for drawing up the EU Water Framework Directive. Alexander Kopke holds a Master in Business Engineering/Mechanical Engineering and a PhD in Economics from the TU Berlin.

### **Colonel Philippe Nardin**

**Head of Department of Defence and Civil Security, International Relations, Ministry of Interior, France**

### **Ana Martins**

**Head of Technical Support Centre, International Relations Office, Portuguese National Authority for Civil Protection (ANPC), Ministry of Interior, Portugal**

Ana Martins is responsible for the Civil Protection International Relations in Portugal. She has been working in this area since 2004 and was, in 2007, the co-chair of the Civil Protection working group during the Portuguese Presidency of the EU. Ana Martins represents Portugal in several technical working groups (EUR-OPA, CPC OTAN) and EU projects (FIRE5, EURRC7, ACR5). Moreover, she has been developing bilateral agreements in the field of civil protection, namely with Spain, France, Morocco, Russia, and the Portuguese language speaking countries. At national level she is also responsible for the strategic planning of civil protection and for the technical support of the Civil Protection Director-General. Finally, she teaches at academic level at the university and has participated as speaker and moderator in several seminars and workshops.

### **Col. Dipl. Ing. Dr. Vladimír Vlček**

**Deputy Regional Chief Fire Officer of the Fire Rescue Brigade of Moravian-Silesian Region, President of the Czech Association of Fire Officers, Czech Republic**

Dr. Vladimír Vlček has been active for 26 years in full time Fire Service on different positions. He is Chief Fire Officer (CFO) in the city of Ostrava and Deputy Regional CFO and Chief of the Urban Search and Rescue (USAR) of the Fire and Rescue Brigade (FRB) of the Moravian-Silesian Region. Dr. Vlček also holds a position as Associated Professor in the Technical University of Ostrava. He is the appointed National Expert in the field of Fire Safety in Road Tunnels by the Ministry of the Interior. Furthermore, Mr Vlček is the President of the Czech Association of Fire Officers and is involved in a lot of EU projects.

### **Dr. Kurt Kalcher**

**Head of Department, Disaster and Crisis Management, Office of the State Government of Styria, Austria**

Dr. Kurt Kalcher is working in the Department Disaster and Crisis Management in the Office of the State Government of Styria since 1980. He is responsible for the coordination of missions of the state of Styria within the framework of the state's coordination committee for national defence. Furthermore, he is National Representative in EU Committee of the Directorate General for Civil Protection. Dr. Kurt Kalcher studied Law at the Karl-Franzens-University of Graz.

### **Ian Hoult**

**County Emergency Planning Officer, Hampshire County Council, United Kingdom**

Ian Hoult took up his current position of County Emergency Planning Officer for Hampshire County Council in June 1999. His unit is based at The Castle in Winchester. Additionally to his current position he has also been greatly involved with the Emergency Planning Society, the professional body representing emergency planners from all national disciplines. He is also currently Honorary General Secretary of the National Council for Civil Protection – a body that advises Members of both Houses of Parliament on issues pertaining to Emergency Planning. Ian Hoult's first appointment was as an Emergency Planning Officer with Nottinghamshire County Council. In 1995, Ian was appointed Senior Emergency Planning Officer with West Sussex County Council and in 1997 Chief Emergency Planning Officer with Greater Manchester Fire and Civil Defence Authority.

## SPEAKERS

# Disaster Management

Preparation, Action Plans, Monitoring & Cooperation Strategies



European Academy  
for Taxes, Economics & Law

### **Tauno Suurkivi**

**Adviser, Rescue and Crisis Management Policy Department, Ministry of the Interior, Estonia**

### **Brett Lovegrove**

**Director, City Security and Resilience Networks (CSARN) and Former Head of Counter Terrorism, City of London Police, United Kingdom**

Brett Lovegrove is the former Head of Counter Terrorism for the City of London Police. He is now retired, but is a partner of four international companies that focus on providing solutions to defence and resilience challenges within the UK, India and the United States. The City Security and Resilience Networks (CSARN – [www.csarn.org](http://www.csarn.org)) is a 'not for profit' strategically placed membership organisation that operates at government level and networks cities in order to enhance their resilience to all hazards. This year, CSARN won the UK's prestigious 'Business Continuity Initiative of the Year' in London.

### **Katarzyna Stepinska**

**Katarzyna Stepinska, Head of Programme Department, Red Cross Head Office, Poland**

Katarzyna Stepinska is working for the Polish Red Cross since 1996. During her career she was responsible for the coordination of disaster response operations after the 1997 and 2001 floods in Poland on the level of the Polish Red Cross Head Office. Currently, (since 2008) she is Head of Programme Department and responsible for the coordination of disaster response within the Polish Red Cross. Furthermore, she coordinated the response to the flooding in Poland this year.

Katarzyna Stepinska holds a Master's Degree in Food Processing and Post Graduate Studies on Fire Service from the University of Emergency Management.

### **Dr. Stefanie Haumer**

**Legal Advisor, International Law and Institutions Department, German Red Cross Headquarters, Germany**

Dr. Stefanie Haumer is working since 2009 for the German Red Cross Headquarters in Berlin. Prior to this position she gained professional experience inter alia at the Higher Regional Court Cologne and at the Office of the Prosecutor in the International Criminal Tribunal for the former Yugoslavia in The Hague, the Netherlands. She published several essays and articles on disaster management. Furthermore, she took part in the IDRL-Guideline study coordinated by the IFRC. Stefanie Haumer holds a PhD in Law from the Albertus Magnus University of Cologne.

### **Fleming Nielsen**

**Head of Unit International Preparedness and Operations, Danish Emergency Management Agency, Denmark**

Flemming Nielsen has been working in DEMA since 1982 covering various national emergency management aspects (including fire, rescue, hazmat, oil pollution and CBRN). In 1991 Flemming became responsible for international preparedness, relief and operation and contributed to development of DEMA's international work. Flemming gathered vast experience in the field of international cooperation through engagement in UN and the Red Cross work. He participated in six UNDAC missions. From 1995 till 1998 he worked for OCHA, Geneva in the unit managing UNDAC. Furthermore, he was active as Head of Disaster Management in the Danish Red Cross for one and a half years, after which he joined the International Red Cross for further five years and, as a Head of Department, was responsible for the coordination of response internationally. Flemming participated in various missions covering complex emergencies, earthquakes, floods, volcano, tropical storms and forest fires in many countries all over the world.

## SPEAKERS

# Disaster Management

Preparation, Action Plans, Monitoring & Cooperation Strategies



**European Academy**  
for Taxes, Economics & Law

### **Christian Gohl**

#### **Project Manager ETS, Unit E 2, Federal Agency for Technical Relief (THW), Germany**

Christian Gohl is Project Manager of the “Emergency Temporary Shelter-Modules”-project within in the headquarters of the German Federal Agency for Technical Relief (THW) in Bonn, Germany. Additionally, he has been working as volunteer with THW and Malteser Emergency Service in Cologne in the area of Civil Protection and Rescue Services. Due to his work at Siemens IT Solutions and Services in Paderborn and Munich he gained experiences in Business Continuity Management as well as in Disaster & Risk Prevention. Christian Gohl studied Rescue Engineering at the University of Applied Sciences in Cologne. His thesis dealt with the High-Capacity-Pumping-Modules of Germany and Czech Republic within the EU Community Mechanism for Civil Protection.

### **Bernd Noggler**

#### **Project Coordinator, Department of Civil Defence and Disaster Relief, EU and UN Disaster Protection, Office of the State Government of Tyrol, Austria**

Bernd Noggler is working with the Geographical Information System (GIS) since 1992. Due to his current position as Project Coordinator for digital radio in Tyrol and as GIS specialist within the Department of Civil Protection of the Department Tyrol he is responsible for the tactical setup of around 1000 different units with 8000 radios. Additionally, he has been leading several trainings within the EU MIC. Bernd Noggler holds a Master in Natural Sciences, GIS and Physical Geography and did postgraduate studies in Geographical Information Systems at Salzburg University (UNIGIS).

### **Simon Langdon**

#### **Director, CEDARthree Limited, United Kingdom**

Simon Langdon is Director of CEDARthree Limited. He is an acknowledged authority on crisis management and has worked on projects with central government, the rail industry, the media, the aviation industry including air traffic control in UK and Europe, the Financial Services industry both in UK and Switzerland, a major international organisation with one of the largest databases in the world and the Emergency Services. Simon Langdon has also worked on crisis management projects in Georgia for the Organisation for Security and Cooperation in Europe, Dubai and Oman. He was chairman of the International Disaster and Emergency Resilience conference (IDER) held in Sweden in October 2009. Simon Langdon is currently assisting the British Standards Institute on the development of a standard for crisis management. He was awarded the Business Continuity Consultant of the Year in 2005.



# ORGANISATIONAL MATTERS

## Disaster Management

Preparation, Action Plans, Monitoring & Cooperation Strategies

### BOOKING

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For online booking please visit  
our website: [www.euroacad.eu](http://www.euroacad.eu)

### BOOKING NUMBER

K-90

### DATE OF EVENT

22<sup>nd</sup> - 24<sup>th</sup> November 2010

### BOOKING MODALITIES

It is recommended to book soon as seats are limited. For organisational matters, we kindly ask you to complete the booking form in capital letters.

### EVENT LANGUAGE

The event language will be English.



CSARN is the UK's leading business security and resilience membership network. Bringing together public and private sector leaders, as a not-for-profit enterprise, members and key stakeholders are empowered to be better prepared and commercially networked. The embedded resilience networks now lock together all major cities in the UK, India and eastern USA, whose business residents are being empowered by CSARN to intelligently plan, communicate and practice resilient solutions together.



Europäische Akademie  
für Steuern, Wirtschaft & Recht

### YOUR CONTACT PERSONS FOR THE PROGRAMME:

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Internet: [www.marriott.de](http://www.marriott.de)

Please contact the hotel directly and refer to the "European Academy for Taxes, Economics & Law" in order to benefit from a limited room contingent at a special price. Please book as soon as possible. Of course you can always look for an alternative hotel accommodation.



**NOTE**

Please note, you can register as many delegates as you wish (except, the seminar is fully booked). You only need to copy this formular for as many persons you wish.



**European Academy**  
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# BOOKING

BOOKING NUMBER: K-90(DMW)

DATE: 22<sup>nd</sup> - 24<sup>th</sup> NOVEMBER 2010

Herewith we register the following persons for the European Conference: "Disaster Management: Preparation, Action Plans, Monitoring & Cooperation Strategies"

**Pricing** (All prices excl. German VAT (19%))for attendees from the **public administration** sectorfor attendees from the **private** sector**Early booking contingent until 24<sup>th</sup> September 2010****Early booking contingent until 24<sup>th</sup> September 2010**Normal price from the 25<sup>th</sup> September 2010Normal price from the 25<sup>th</sup> September 2010 Conference (2 Days, **949,- € / 999,- €**) Conference (2 Days, **1399,- € / 1499,- €**) Workshop (1 Day, **449,- € / 499,- €**) Workshop (1 Day, **599,- € / 699,- €**) Conference & Workshop (3 Days, **1249,- € / 1299,- €**) Conference & Workshop (3 Days, **1599,- € / 1699,- €**)**Delegate 1** Ms.  Mr.

First name \_\_\_\_\_ Last name \_\_\_\_\_ Phone \_\_\_\_\_

Department \_\_\_\_\_ Fax \_\_\_\_\_

Job position \_\_\_\_\_ E-mail \_\_\_\_\_

Your organisation \_\_\_\_\_

Street \_\_\_\_\_

Postcode / City \_\_\_\_\_

Country \_\_\_\_\_

**Delegate 2** Ms.  Mr.

First name \_\_\_\_\_ Last name \_\_\_\_\_ Phone \_\_\_\_\_

Department \_\_\_\_\_ Fax \_\_\_\_\_

Job position \_\_\_\_\_ E-mail \_\_\_\_\_

Your organisation \_\_\_\_\_

Street \_\_\_\_\_

Postcode / City \_\_\_\_\_

Country \_\_\_\_\_

**Invoice organisation**

To the attention of \_\_\_\_\_

Street \_\_\_\_\_ Phone \_\_\_\_\_

Postcode / City \_\_\_\_\_ Fax \_\_\_\_\_

Country \_\_\_\_\_ E-mail \_\_\_\_\_

In case of registration of more than one delegate - do you prefer:  single invoice?  collective invoice?

With my signature I confirm my registration and accept the General Terms and Conditions as legally binding.

 I herewith agree to receive further information from the European Academy for Taxes, Economics & Law

Place, Date

Authorised Signature / Stamp



# TERMS & CONDITIONS FOR TRAINING SEMINARS & COURSES

## 1. Area of Application

The following terms and conditions settle the contractual relationship between conference participants and the European Academy for Taxes, Economics & Law Brauner Klingenberg GmbH [referred to as "European Academy for Taxes, Economics & Law" in the following]. Differing terms and conditions, as well as, other settlements and/or regulations have no validity.

## 2. Registration / Confirmation of Application

A registration can be made via internet, mail, fax, or email. The registration is considered granted and legally binding if not rejected by the European Academy for Taxes, Economics & Law in writing within seven (7) days after receipt of registration. The registration will be supplemented by a booking confirmation via email. Partial bookings are only valid for seminars designed in modules.

## 3. Service

The course fee covers the fee per participant and course in € net, subject to current German VAT. It includes training course documents as per course description, a lunch meal/snack and refreshments during breaks, as well as, a participation certificate.

The European Academy for Taxes, Economics & Law has the right to change speakers/instructors and to modify the course program if and where necessary while maintaining the overall nature of the course. All registered participants will be notified in case of a course cancellation due to force majeure, due to speakers' preventions, due to troubles at the chosen location or due to a low registration rate. Course cancellation notification due to a low registration rate is issued no later than two (2) weeks before the course date. Course fees are reimbursed in the cases listed above; however, reimbursement for travel expenses or work absenteeism is only granted in cases of intention or gross negligence by the European Academy for Taxes, Economics & Law. Any reimbursement of travel expenses are to be considered as an exceptional goodwill gesture and form no future general obligation. In case of disturbances and/or interruptions, the European Academy for Taxes, Economics & Law commits itself to solve or limit any problems that might occur in order to maintain and continue the course as planned.

## 4. Payment Date and Payment, Default of Payment

Payment of the course fee is payable immediately upon receipt of invoice. Where payment is not received or lacking clear assignment to a participant prior to commencement of the course, the European Academy for Taxes, Economics & Law may refuse the relevant participant's participation in that course. The course fee, however, is still due immediately and can be claimed as part of a dunning procedure or legal action. In accordance with BGB §247 (1), in case of default of payment within the stipulated time period, default interest on arrears of at least 5% above the ECB base rate is due and payable. The European Academy for Taxes, Economics & Law can claim higher damage for delay if and where proven. Equally, the participant may prove that a damage has not occurred or has had less effect than estimated by the European Academy for Taxes, Economics & Law.

Payment shall be made by cashless bank transfer; cash or cheques will not be accepted. The European Academy for Taxes, Economics & Law is not liable for any loss of means of payment. The participant may only offset such claims against the European Academy for Taxes, Economics & Law's as are undisputed, legally recognized or recognized in writing by the European Academy for Taxes, Economics & Law. The right of retention is only acceptable in accordance with a counterclaim based on the same contract.

## 5. Cancellation

Cancellations need to be issued in writing. Cancellation by the participant will be subject to cancellation charges as follows:

- 30 days or more prior to commencement of the course: service charge of 80,00 € net, subject to current German VAT, payable immediately, course fee will be reimbursed,
- two (2) weeks to 30 days prior to commencement of the course: 50% of course fee net, subject to current German VAT, payable immediately,
- non-attendance or cancellation less than two (2) weeks prior to commencement of the course: 100% of course fee net, subject to current Germany VAT, payable immediately

The European Academy for Taxes, Economics & Law gladly accepts without additional costs a substitute participant nominated in case of a cancellation if the substitute participant is registered at least three (3) days prior to the commencement of the course. Neither cancellation of a specific module/part of the course or substitution per module/per day is possible.

## 6. Copyright

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