

TERMS AND CONDITIONS OF BEE MEDIC LTD.

Last Update: Aug 2026

A. General.....	1
B. Sale and delivery of goods (except software).....	1
C. Provision of rental and test equipment.....	5
D. Sale and delivery of software products.....	8
E. Course attendance / seminars / courses / online-courses.....	12

A. General

1. Scope

1. Our general terms and conditions apply exclusively to all deliveries and other services provided by BEE Medic Ltd. These also apply to all future agreements with the customer, even if they are not expressly agreed again.
2. We do not recognise any terms and conditions of our customers unless we have expressly agreed to their validity in writing. Our terms and conditions also apply if we provide services to the customer without reservation in the knowledge of conflicting or deviating terms and conditions of the customer. Deviating agreements and verbal agreements are only effective if they are confirmed in writing.

2. Text form

Subsidiary agreements, changes or additions regarding contractual relationships with BEE Medic Ltd. must be made in writing to be effective.

B. Sale and delivery of goods (except software)

3. Offer, conclusion of contract and scope of services

1. Information on our part in catalogues, in brochures, on the internet or other media do not constitute an offer, but are merely requests to submit an offer. A contractual relationship with us only comes into being as follows:
 - a. The customer submits an offer (in the form of a webshop order) to conclude a purchase contract by first placing goods in the shopping cart in our webshop and completing the order process by clicking the order button. This offer is accepted on our part if an order confirmation directed to it is sent to the customer in text form.
 - b. The customer contacts us by phone or in text form and subsequently receives a written offer or an order

confirmation from us.

2. The acceptance of our offer to conclude a purchase contract can take place within two weeks of receipt of the offer, but a maximum of three weeks from the order. The deadline is met if the customer's declaration of acceptance is sent or the customer's payment is received during this time.
3. If the customer's declaration of acceptance or prepayment is only sent after this period has expired, this constitutes an offer by the customer to BEE Medic Ltd. to conclude a contract. This offer is accepted on our part if an order confirmation is sent to the customer in writing.
4. Our service in this area only includes the delivery of the ordered goods. Our order confirmation is exclusively decisive for the scope of the contractually owed service.
5. The goods supplied by BEE Medic Ltd. are sold exclusively to the customer for the customer's own internal business use. The customer shall not resell, transfer, assign, distribute or otherwise dispose of the goods, or any part thereof, to any third party without the prior written consent of BEE Medic Ltd.
6. The customer acknowledges that the restriction in paragraph 3.5 is a material term of this contract and that any breach or suspected breach of paragraph 3.5 shall entitle BEE Medic Ltd., at its discretion, to:
 - a. terminate the contract with immediate effect by written notice to the customer;
 - b. seek damages and any other remedies available at law or in equity in respect of such breach; and/or
 - c. remotely deactivate the goods.
7. The customer shall not represent to any third party that it is authorised to resell or distribute the goods on behalf of BEE Medic Ltd., and shall not hold itself out as an agent, distributor, or reseller of BEE Medic Ltd.

4. Prices, price retention and terms of payment

1. Our prices for the devices and accessories do not include the costs of shipping or the value-added tax owed in each case. If the delivery is made in several deliveries at the customer's request, the customer also bears all additional costs of transport that arise as a result.
2. In the absence of a special agreement, payment must be made in full before shipment of the order. Instalment payments or partial payments are only accepted after prior written agreement from BEE Medic Ltd. In the event of a delay in payment of the instalments, the entire outstanding amount is due for payment immediately and may be transferred to a collection agency.
3. A delivery to new customers takes place only against prepayment. We reserve the right to only deliver after payment in advance, even with existing customer relationships.
4. Customs duties or freight costs are borne by the customer. We will provide evidence of these costs to the customer upon request.
5. The customer is in default if payment has not been made 15 days after the due date, even without a reminder. The

customer must pay an additional £40 late fee.

5. Delivery

1. Unless a separate delivery period has been agreed upon, the delivery of the contractual goods to Royal Mail or other delivery services shall take place immediately:
 - a. after receipt of payment, unless otherwise terms have been agreed upon, or
 - b. after BEE Medic Ltd. has sent the confirmation of acceptance, in the case of payment on account or, in the case of late payment in advance by the customer, on a previous order confirmation from BEE Medic Ltd.
2. If the customer has chosen shipping in one delivery when ordering several products, all ordered goods must be in stock at BEE Medic Ltd. in addition to the aforementioned requirements.
3. PO boxes are not accepted as delivery addresses.
4. In the case of unforeseen obstacles to performance for which BEE Medic Ltd. are not responsible, such as cases of force majeure, strikes, epidemics/pandemics, terror, war, natural disasters, operational disruptions in our own company or in that of the upstream supplier, transport difficulties or the like, as well as official measures such as one Customs inspection, if this prevents us from fulfilling our obligations on time, the delivery period is extended by the duration of the impediment to performance.

6. Transfer of risk

1. The risk of accidental loss and accidental damage of the purchased item is transferred to the customer as soon as we have handed over or delivered the purchased item to Royal Mail, the freight forwarder, the carrier or the person or institution otherwise assigned to carry out the transport / dispatch.
2. Transport insurance is only taken out upon written application by the customer; the costs are borne by the customer.

7. Retention of title

We retain ownership of the purchased item until the purchase price has been received in full. In order to exercise our rights of retention of title, we are also entitled to withdraw from the contract without prior warning.

8. Examination of the purchased item / notification of defects

1. The customer must inspect the purchased item within 48 hours of receipt for any transport for any damage, completeness or other defects and report such damage or defects, stating the specific defect, within a further 24 hours.
2. Hidden defects must also be reported within 24 hours of their discovery, specifying the specific defect.

3. Any notice of defect must be in writing and sent by email to office@beemedic.co.uk (relevant date of dispatch) or by letter (relevant postmark).

9. Defect rights / liability

1. BEE Medic Ltd. warrants that the goods shall, for a period of 12 months from delivery, be free from material defects in design, material and workmanship.
2. The warranty given in paragraph 9.1, is on the presumption that the customer has properly complied with their duties of inspection and obligations within the meaning of paragraph 8. Otherwise, any warranty claims are excluded.
3. As the customer's sole and exclusive remedy, as soon as reasonably practicable, but in any event within 10 days after receiving written notification in accordance with paragraph 8.2, we shall, at our discretion: repair or replace the goods or provide the customer with a full refund of the price paid for the goods.
4. In the event that the defect is not remedied by supplementary performance, the customer must return the product in question to us immediately.
5. If we find that the product returned is damaged due to misuse or mishandling by the customer or third party, the customer shall be liable to cover the repair costs.
6. Subject to paragraph 9.5, if the goods are irreparable, we shall replace it at no cost to the customer.
7. Subject to paragraph 9.8, our liability under or in connection with the Contract (regardless of whether such liability arises in tort, contract or in any other way and whether or not caused by negligence or misrepresentation) shall be limited to the total value of the goods supplied or the value of this Contract whichever is the lower amount.
8. Our liability shall not be limited in any way in respect of personal injury or death caused by negligence; fraud or fraudulent misrepresentation; any other losses which cannot be excluded by law this also applies if there is liability under the Product Liability Act.
9. Unless otherwise expressly stated BEE Medic Ltd. gives no warranty or undertaking and makes no representations in relation to the goods and shall have no liability for their failure to comply with paragraph 9.1.
10. The limitation period for warranty claims of the customer is 4 weeks, from receipt of the purchased item.
11. The warranty provided in paragraph 9.1 shall terminate immediately on the sale or transfer of the goods by the customer and BEE Medic Ltd. shall have no liability whatsoever (in respect of the warranty or otherwise) in respect of the goods once sold or transferred by the customer.

10. Exchange / return

The exchange or return of goods without a defect or fault is not possible.

C. Provision of rental and test equipment

11. Rental and loaner equipment

1. "Rental devices" are those devices that are made available to the customer for a limited period of time for use, with a view to a possible future purchase of a corresponding device.
2. "Loaner devices" are those devices that are made available to the customer for use for a limited period of time.
3. All devices are and remain the property of BEE Medic Ltd.

12. Offer, conclusion of contract and scope of services

1. Information on our part in catalogues, in brochures, on the Internet or other media do not constitute an offer, but are merely requests to submit an offer. A contractual relationship is formed as follows:
 - a. The customer submits an offer to conclude a rental agreement by filling out the "Subscription" forms provided upon request. This offer is accepted on our part if a rental confirmation aimed at this is sent to the customer in text form.
 - b. The customer contacts us by phone or in text form and subsequently receives a written offer from us. The customer can accept our offer by expressly declaring acceptance.
2. Our offer to conclude a rental agreement can be accepted within two weeks of receipt of the offer, but no more than three weeks from the dispatch of the offer. The deadline is met if the customer's declaration of acceptance is sent during this time. If the customer's declaration of acceptance is only sent after this period has expired, this constitutes an offer by the customer to BEE Medic Ltd. to conclude a contract. This offer is accepted on our part if a rental confirmation is sent to the customer in text form.
3. The goods supplied by BEE Medic Ltd. under the rental agreement are provided to the customer for the customer's own internal business use. The customer shall not resell, transfer, assign, distribute or otherwise dispose of the goods, or any part thereof, to any third party without the prior written consent of BEE Medic Ltd.
4. The customer acknowledges that the restriction in paragraph 12.3 is a material term of this contract and that any breach or suspected breach of paragraph 12.3 shall entitle BEE Medic Ltd., at its discretion, to:
 - a. terminate the rental agreement with immediate effect by written notice to the customer;
 - b. seek damages and any other remedies available at law or in equity in respect of such breach; and/or
 - c. remotely deactivate the goods.
5. The customer shall not represent to any third party that it is authorised to resell or distribute the goods on behalf of BEE Medic Ltd., and shall not hold itself out as an agent, distributor, or reseller of BEE Medic Ltd.

13. Rent, reservation of price and terms of payment

1. The invoiced fee for a rental or loaner device is understood to include the costs of packaging and transport to the customer as well as the respective statutory value added tax.
2. A full monthly rent is charged for each commenced calendar month on the same date as the initial invoice.
3. If a loaner device is provided for the duration of repairs within the scope of the sales law guarantee, only the initial fee will be charged for this duration.
4. BEE Medic Ltd. bills monthly on the same date unless special circumstances have been agreed upon or the date falls on a weekend or holiday at which the billing will occur the following business day.
5. In the absence of a special agreement, payment must be made free of charge and in full within 14 days of being invoiced.
6. The customer is in default if payment has not been made 15 days after the due date, even without a reminder, and the customer must pay an additional £40 late fee.
7. For every rental, a deposit in the amount of one month's rent is to be paid. This is due on the day the tenancy begins.

14. Delivery

1. Unless a separate delivery period has been agreed, the contractual rental or loaner device will be handed over to Royal Mail or other delivery service providers immediately after the rental confirmation has been sent by BEE Medic Ltd. or the customer's declaration of acceptance has been received.
2. PO boxes are not accepted as delivery addresses.
3. In the event of unforeseen obstacles to performance for which BEE Medic Ltd. is not responsible, such as cases of force majeure, epidemics / pandemics, terror, war, natural disasters, strikes, operational disruptions in our own company or that of the sub-supplier, transport difficulties or the like, as well as official measures such as a customs inspection, if this prevents us from fulfilling our obligations on time, the delivery period shall be extended by the duration of the impediment to performance.

15. Examination of rental and test equipment / notification of defects

1. The customer must inspect the rental or test device within 48 hours of receipt for any transport damage, incompleteness or other defects and report such damage or defects, stating the specific defect, within a further 24 hours.
2. Hidden defects must be reported within 24 hours of their discovery, specifying the specific defect.
3. Any notice of defect must be in writing and sent by email to office@beemedic.co.uk (decisive date of dispatch) or

letter (decisive postmark) is sufficient.

16. Defect rights / liability

1. BEE Medic Ltd. warrants that the rental or test device shall, for a period of 12 months from delivery, be free from material defects in design, material and workmanship.
2. The warranty given in paragraph 16.1, is on the presumption that the customer has properly complied with their duties of inspection and obligations within the meaning of paragraph 15. Otherwise, any warranty claims are excluded.
3. As the customer's sole and exclusive remedy, as soon as reasonably practicable, but in any event within 10 days after receiving written notification in accordance with paragraph 15.2, we shall, at our discretion: repair or replace the goods or provide the customer with a full refund of the price paid for the goods.
4. In the event that the defect is not remedied through supplementary performance, the customer must return the rental or loaner device complained about to us immediately.
5. If we find that the product returned is damaged due to misuse or mishandling by the customer or third party, the customer shall be liable to cover the repair costs.
6. Subject to paragraph 16.5, if the product is irreparable, we shall replace it at no cost to the customer.
7. Subject to paragraph 16.8, our liability under or in connection with the Contract (regardless of whether such liability arises in tort, contract or in any other way and whether or not caused by negligence or misrepresentation) shall be limited to the total value of the rental or test device supplied or this Contract, whichever is the lower amount.
8. Our liability shall not be limited in any way in respect of personal injury or death caused by negligence; fraud or fraudulent misrepresentation; any other losses which cannot be excluded by law; this also applies if there is liability under the Product Liability Act.
9. Unless otherwise expressly stated BEE Medic Ltd. gives no warranty or undertaking and makes no representations in relation to the rental or test device and shall have no liability for their failure to comply with paragraph 16.1.
10. The limitation period for warranty claims of the customer is 4 weeks, from receipt of the purchased item.
11. The warranty provided in paragraph 16.1 shall terminate immediately on the sale or transfer of the rental or test device by the customer and BEE Medic Ltd. shall have no liability whatsoever (in respect of the warranty or otherwise) in respect of the rental or test device once sold or transferred by the customer.

17. Use of the device

1. The device may only be used in accordance with the instructions for use and only by the trained personnel specified on the offer.
2. The device must not be labelled or pasted.

18. Return the device

1. At the end of the rental/loaner period, the customer must return the device, including all accessories, to BEE Medic Ltd.
2. The costs for a return are always borne by the customer. In selected cases, we will provide you with a return label for low-cost returns. If you have not received a return label, please choose an insured and trackable shipping method with a tracking number.
3. Before returning the device and accessories, they must be properly cleaned.
4. The device that has been rented or loaned made available must be sent back. If a device with a different serial number is returned, the additional costs incurred for the necessary exchange for postage and packaging will be charged. The serial number of the rental or test device is noted on the delivery note.

19. Bearing of risk

1. The risk of accidental loss and accidental deterioration of the rental or test device is transferred to the customer as soon as we have handed over or delivered the rental/loaner item to Royal Mail, the freight forwarder, the carrier or the person or institution otherwise assigned to carry out the transport/dispatch. Transport insurance will only be taken out upon written application by the customer; the costs are borne by the customer.
2. The customer is responsible for any loss or damage during the return shipment.
3. If a device is returned to us defective, with incomplete or missing accessories or uncleaned, the customer will be charged for the depreciation, the replacement of the missing or defective parts or the cleaning and, in the case of severe damage or loss, the full price of the device.

D. Sale and delivery of software products

20. Offer, conclusion of contract and scope of services

1. Information on our part in catalogues, in brochures, on the Internet or other media do not constitute an offer, but are merely requests to submit an offer. A contractual relationship with us comes about as follows:
 - a. The customer submits an offer to conclude a purchase contract by placing the desired software in the shopping cart in our web shop and completing the order process by clicking on the order button. This offer is accepted on our part if an order confirmation aimed at this is sent to the customer in text form.
 - b. The customer contacts us by phone or in text form and subsequently receives a written offer from us in text form. The customer can accept our offer by expressly declaring acceptance to us in writing or by

timely payment of the final amount stated in the offer to our account stated in the offer.

2. Our offer to conclude a purchase contract can be accepted within two weeks of receipt of the offer, but no more than three weeks from the dispatch of the offer. The deadline is met if the customer's declaration of acceptance is sent during this time.
3. If the customer's declaration of acceptance is only sent after this period has expired, this represents an offer by the customer to BEE Medic Ltd. to conclude a contract. This offer is accepted on our part if an order confirmation is sent to the customer in text form.
4. The software provided by BEE Medic Ltd. is partially obtained from third parties. The exact scope of the respective licenses or usage rights results from the text that is displayed when the software is installed.
5. In the case of software, the contractually owned service exclusively includes its delivery/provision. We do not own the hardware required to operate or use the software purchased. This is to be obtained by the customer either separately from us (e.g. the application devices and the accessories, see **B. Sale and delivery of goods (except software)**) or from third parties (e.g. computer, operating system, monitors). The customer is also responsible for creating and maintaining the system requirements required for the installation and operation of the software we purchase, which are described in detail on our website.
6. The software supplied by BEE Medic Ltd. is sold exclusively to the customer for the customer's internal business use. The customer shall not resell, transfer, assign, distribute or otherwise dispose of the software to any third party without prior written consent of BEE Medic Ltd.
7. The customer acknowledges that the restriction in paragraph 20.6 is a material term of this contract and that any breach or suspected breach of paragraph 20.6 shall entitle BEE Medic Ltd., at its discretion, to:
 - a. terminate the contract with immediate effect by written notice to the customer;
 - b. seek damages and any other remedies available at law or in equity in respect of such breach; and/or
 - c. remotely deactivate the software.
8. The customer shall not represent to any third party that it is authorised to resell or distribute the software on behalf of BEE Medic Ltd., and shall not hold itself out as an agent, distributor, or reseller of BEE Medic Ltd.

21. Prices, price retention and terms of payment

1. Our prices for the software do not include any costs for packaging and transport as well as the statutory value-added tax owed in each case. If delivery is made in several deliveries at the customer's request, the customer also bears all additional costs for packaging and transport that arise as a result.
2. In the absence of a special agreement, payment must be made free of charge and in full prior to shipping the order. Instalment payments or partial payments are only accepted after prior agreement. In the event of a delay in payment of the instalments, the entire outstanding amount is due for payment immediately and can be transferred to a collection agency.
3. A delivery to new customers takes place only against prepayment. We reserve the right to only deliver after payment in advance, even with existing customer relationships.

4. Calculation errors, arithmetic, spelling or illustration errors are reserved.
5. Customs duties are borne by the customer. We will provide evidence of these costs to the customer upon request.
6. The customer is in default if payment has not been made 15 days after the due date, even without a reminder, the customer must pay a £40 late fee.

22. Delivery / delivery time

1. Unless a separate delivery period has been agreed, the delivery of the contractual goods to Royal Mail or other delivery service providers takes place immediately:
 - a. after receipt of payment in advance,
 - b. after passing the declaration of acceptance by BEE Medic Ltd. in cases of payment on account or in cases of late advance payments of the customer on a previous order confirmation from BEE Medic Ltd.
2. If the customer has chosen shipping in one delivery when ordering several products, all ordered goods must be in stock at BEE Medic Ltd. in addition to the aforementioned requirements.
3. PO boxes are not accepted as delivery addresses.
4. If the software is only made available as a download, the customer will receive access in 1-2 business days unless purchased on a non-business day or holiday.
5. In the event of unforeseen obstacles to performance for which we are not responsible, such as cases of force majeure, epidemics/pandemics, terror, war, natural disasters, strikes, operational disruptions in our own company or in that of the upstream supplier, transport difficulties or the like, as well as official measures such as a customs inspection, if this prevents us from fulfilling our obligations on time, the delivery period is extended by the duration of the impediment to performance.

23. Transfer of risk

1. The risk of accidental loss and accidental deterioration of the software is transferred to the customer as soon as we have handed or delivered it to the Royal Mail or the person or institution otherwise assigned to carry out the dispatch.
2. Transport insurance is only taken out upon written application by the customer; the costs are borne by the customer.

24. Retention of title

We retain ownership of the software until the purchase price has been received in full. We are also entitled to exercise our retention of title rights without withdrawing from the contract.

25. Examination of the software / notification of defects

1. The customer must examine the software for any damage, completeness or other defects within 48 hours of receipt and report such damage or defects, stating the specific defect, within a further 24 hours.
2. Hidden defects must also be reported within 24 hours of their discovery, specifying the specific defect.
3. Any notice of defect must be in writing and sent by email to office@beemedic.co.uk (decisive date of dispatch) or by letter (decisive postmark).

26. Rights of defects / liability

1. BEE Medic Ltd., warrants that the software shall, for a period of 12 months from delivery, in all material respects conform with the agreed functional and operational specification.
2. The warranty given in paragraph 26.1, is on the presumption that the customer has properly complied with their duties of investigation and objection within the meaning of paragraph 25. Otherwise, any warranty claims are excluded.
3. As the customer's sole and exclusive remedy, as soon as reasonably practicable, but in any event within 10 days after receiving written notification in accordance with paragraph 25, we shall, at our discretion: repair or replace the goods or provide the customer with a full refund of the price paid for the goods.
4. In case of a rectification of a defect, the customer must return the rejected product to us immediately at their cost.
5. If we find that the product returned is damaged due to misuse or mishandling by the customer or third party, the customer shall be liable to cover the repair costs.
6. Subject to paragraph 26.5, if the product is irreparable, we shall replace it at no cost to the customer.
7. Subject to paragraph 26.8, our liability under or in connection with the Contract (regardless of whether such liability arises in tort, contract or in any other way and whether or not caused by negligence or misrepresentation) shall be limited to the total value of the software supplied or this Contract whichever is the lower amount.
8. Our liability shall not be limited in any way in respect of personal injury or death caused by negligence; fraud or fraudulent misrepresentation; any other losses which cannot be excluded by law; this also applies if there is a liability under the Product Liability Act.
9. Unless otherwise expressly stated, BEE Medic Ltd. gives no warranty or undertaking and makes no representations in relation to the software and shall have no liability for their failure to comply with paragraph 26.1. In particular, we assume no liability with regard to compliance with the statutory / licensing provisions for playing copyrighted media content on data carriers not supplied by us or content provided via streaming services using the software "Advanced Media Player" and "Advanced Browser" obtained from us for commercial / commercial purposes by the customer (e.g. in the context of therapies). The customer or the respective user / licensee is solely responsible for compliance with the relevant legal and/or licensing regulations. Any liability with regard to the functionality of third-party streaming services, the content shown and the use of streaming services in therapy is excluded.

10. The liability and warranty claims of the "Advanced Media Player" software do not include the blanket use or playback of all DVDs and files, as not all available DVDs or files are technically supported due to technical circumstances. The following technically unsupported data carriers or files are explicitly excluded from liability and warranty claims: Blu-ray Discs, DVDs from the publisher Walt Disney and files in compressed folders of the Zip file format.

11. The limitation period for warranty claims of the customer is 4 weeks starting from the receipt of the purchased item.

12. The warranty provided in paragraph 26.1 shall terminate immediately on the sale or transfer of the software by the customer and Bee Medic Ltd. shall have no liability whatsoever (in respect of the warranty or otherwise) in respect of the software once sold or transferred by the customer.

27. Exchange / return

The exchange or return of software products is not possible.

E. Course attendance / seminars / courses / online-courses

28. Course description / Content

The basis of each course is the respective course description. It contains information on the purpose and content of the course. As our course program is continuously adapted to the latest state of knowledge and treatment protocols, changes are possible.

29. Course registration and number of participants

1. The booking of a course takes place via the website of BEE Medic Ltd. If several people from a practice group or clinic want to register for a course, the full name and job title for each participant upon registration is needed. Please make sure, especially when registering several participants, to state the respective names of the participants and the full practice or company address to ensure correct invoicing. Please do not enter the participants' private addresses.
2. The number of participants in a course can be limited. Registrations are therefore considered in the order in which they are received and confirmed by us in writing. We reserve the right to refuse registrations. The rejection is effective without giving reasons, but is always based on an examination.

30. Services and fees

1. The amount of the course fees as well as the underlying services can be found in the course description. You will receive an invoice after your course registration. Please transfer the invoice amount by the specified payment date. The paid course fee is a prerequisite for participation in the course. If the invoice is not paid on time, we reserve the right to cancel the reserved place and any hotel room booked from our contingent and to allocate it otherwise.

2. In principle, the course fees do not include the costs for board, travel to and from the course and accommodation costs, unless otherwise expressly stated in the respective course description.
3. The course price is always stated without VAT. The statutory VAT rates apply depending on the type of course and the place of implementation.
4. Discounts cannot be cumulated.
5. The number of registrations for an event may be limited. Registrations will be considered in the order in which payment is received.

General conditions for the online basic course

1. The course must be completed in person by at least two individuals with medical or therapeutic educational background. The practical exercises and self-awareness activities require the participation of two individuals. Individuals without a course partner are not permitted to participate in the online basic course. If a member of the internship team is unable to attend, the registered partner may also not participate, unless a substitute can participate in accordance with paragraph 32.1.
2. Participants are responsible for ensuring that they have a functioning and sufficiently powerful internet connection.
3. Neurofeedback equipment for the practical training during the course can be obtained from BEE Medic Ltd. for the duration of the online basic course, subject to availability, for a deposit. A rental fee will also be charged. The deposit will be charged to one of the internship partners along with the course fee, who will also be responsible for the device(s). It is not possible to split the deposit between both participants. The terms of use for the course equipment agreed in writing with the internship partner apply. The course equipment will only be sent after receipt of the course fee, rental fee, and deposit.
4. The delivery of the equipment will be made to the address used for course registration or specified by the participant within the scope of the agreement for the use of the rented Neurofeedback equipment. BEE Medic Ltd. is not responsible for course documents or course equipment arriving late.
5. The course fee paid in time is a prerequisite for participation in the course. Discounts cannot be combined.

31. Cancellation by BEE Medic Ltd.

The course organiser may, at any time, cancel a seminar with good cause (too few participants, illness of a lecturer, etc.), or may exclude individual members from participation of the seminar without naming the reason, even after confirmation of registration. In this case, the affected participants will be informed immediately and will be returned pre-paid seminar fees in full. Further claims cannot be invoked, especially the cost of already booked rooms, travel expenses, lost earnings, etc.

32. Cancellation by the customer / participant

1. In-person courses

In-person courses can generally be cancelled free of charge up to 29 days before the start of the course. A cancellation fee of 50% of the course fee applies for cancellations up to 8 days before the start of the course, and

100% of the course fee applies for cancellations within 7 days before the start of the course. If other cancellation conditions apply to in-person courses, they will be specified in the online shop for the respective course. With the written consent of BEE Medic Ltd., a substitute participant may be nominated and registered for in-person courses, provided the necessary qualifications are met.

2. Online Basic Courses

Online Basic Courses can generally be cancelled free of charge up to 29 days before the start of the course. The course equipment is shipped from 28 days before the start of the course. If a cancellation occurs between the 28th day and the shipping date of the course material, 50% of the course fee will be charged. From the shipping date onwards, 100% of the course fee will be charged. If other cancellation conditions apply to online courses, they will be specified in the online shop for the respective course. With the prior written consent of BEE Medic Ltd., a substitute participant may be nominated and registered for online courses, provided the necessary qualifications are met.

3. Other Online Courses

Other online courses can generally be cancelled free of charge up to 29 days before the start of the course. A cancellation fee of 50% of the course fee applies for cancellations up to 14 days before the start of the course, and 100% of the course fee applies from 13 days before the start of the course. If other cancellation conditions apply to online courses, they will be specified in the online shop for the respective course. With the written consent of BEE Medic Ltd., a substitute participant may be nominated and registered for online courses, provided the necessary qualifications are met.

4. Please note that deviations from these cancellation conditions are also possible, as we are also dependent on the conditions of the venue in our planning. Should different dates apply to a course than the deadlines mentioned here, this will be indicated, and you can find this information in the course description. These separate cancellation conditions then take precedence. By registering for a relevant course, you accept these separate cancellation conditions.
5. Please also consider that missed course days or parts of the course, e.g., due to late or early arrival or illness, cannot be made up, and there is no claim to a proportional refund of course fees.
6. We recommend taking out seminar insurance, if necessary.

33. Implementation Deviation

BEE Medic Ltd. reserves the right to change lecturers, dates, places and course type (classroom course to online course) of execution.

34. Information sheet and confirmation of consent

1. In the majority of our courses, you will get to know neurofeedback systems in groups of two or three, both as a "therapist" and as a "client". These self-experiences are essential for a basic understanding of neurofeedback and a very important part of the course. Use the digital information sheet / form to inform yourself in advance about the properties of neurofeedback, mode of action, opportunities and risks and we ask you to sign this sheet / form when the invoice is issued.

2. In individual cases, participation in the role of the “client” can be excluded for health reasons, especially in the case of pregnancy or previous illnesses such as depression, serious anxiety disorders, psychoses or epilepsy. Our lecturers are therefore always entitled to spontaneously exclude participants from the practical part of the course for their own good and that of the other course participants. This is very unlikely, but may be necessary in extremely rare individual cases. In the case of a partial or complete exclusion from the practical course part, there are no claims for reimbursement of course fees. If you need information in advance, please contact our customer service.

35. Copyright

All rights of reproduction and duplication of training materials or parts thereof are reserved by BEE Medic Ltd. No part of the course materials may, in whole or in part, be reproduced, especially by using electronic systems, copied, distributed or used for communication for the public in any form, not even for use in lectures, without written consent of the course organiser. Any software that may be provided during the course may not be copied in part or entirely.

36. Liability

1. Subject to paragraph 36.2, BEE Medic Ltd. assumes no liability for objects of any kind the customer or seminar participants brought with them to the courses. Each participant is fully liable for themselves and their actions within and outside the organised event. He/she is fully responsible for any damage caused.
2. Our liability shall not be limited in any way in respect of personal injury or death caused by negligence; fraud or fraudulent misrepresentation; any other losses which cannot be excluded by law; this also applies if there is liability under the Product Liability Act.

37. Additional terms for online courses

1. Applies exclusively for online basic courses: the course must be physically completed by at least 2 persons with medical or therapeutic professional education. The practical exercises and self-experience require the participation of 2 people. Individuals without course partners are not allowed to participate in the online basic course. If a member of the practicum team is unable to attend, the registered partner cannot attend either unless a substitute person can attend in accordance with section 32.2.
2. The participants are responsible for a functioning and sufficiently powerful internet connection.
3. Neurofeedback equipment for the practical part during the course can be obtained from BEE Medic Ltd. for a deposit for the duration of the online basic course. The deposit will be charged to one of the practicum partners with the course price, who is also responsible for the device(s). A split of the deposit between both participants is not possible. The terms of use for the course equipment agreed in writing with the practicum partner apply. The course equipment will only be sent after receipt of the course fee and the deposit.
4. The timely paid course fee is the requirement for the course participation. Discounts cannot be accumulated.
5. BEE Medic Ltd. is not responsible for late arrival of course documents or course equipment.

38. Applicable law and Jurisdiction

1. The Contract and any dispute or claim arising out of, or in connection with, it, its subject matter or formation (including non-contractual disputes or claims) shall be governed by, and construed in accordance with, the laws of England and Wales.
2. The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of, or in connection with, the Contract, its subject matter or formation (including non-contractual disputes or claims).