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## **GTC – General Terms and Conditions for Educational Programmes of the Careum School of Health, Part of the Kalaidos University of Applied Sciences**

### **1. Scope of application**

These General Terms and Conditions apply to all study programmes and educational offers concluded with the Careum School of Health. By enrolling in a study programme or educational offer, the student agrees to these GTCs and is bound by them.

In the case of study programmes offered by cooperating educational institutions, the general terms and conditions of the cooperating educational institution may supplement or replace these GTCs. The details are regulated in the enrolment confirmation.

### **2. Registration**

Registration is made in writing or electronically using the registration dossier. It is valid for the chosen study programme and the course's entire duration. Applications will be considered in the order in which they are received. The first application for a study programme at the Careum School of Health is subject to a fee (application fee). Admission is governed by the admission regulations. The Admissions Committee makes the final decision on admission to the degree programme based on the submitted documents and admission requirements.

For continuing education programmes (MAS, DAS, CAS), registration is required up to 4-6 weeks before the start of the programme or individual module so that students can gain access to the learning platform and any preparatory assignments. Later registrations are possible on request.

### **3. Confirmation of registration**

The contract between the student and the Careum School of Health comes into effect when the student registers and receives written confirmation from the Student Administration Office. Please note that registration for a study programme or educational offer is binding in all cases.

### **4. Programme changes and cancellations by the Careum School of Health**

The Careum School of Health reserves the right to cancel study programmes, time variants, specialisations or modules due to too few registrations or other circumstances which, in the view of the Careum School of Health, argue against their implementation. The Careum School of Health also reserves the right to change the study programmes or modules for essential reasons while safeguarding the legitimate interests of the registered participants. Dates may also be postponed, and lecturers other than those announced may be appointed.

Cancellations will be communicated at least 30 days before the course (programme or module) starts.

If an entire course is definitively cancelled, the tuition fees already paid will be refunded to the student minus the registration fee. Any reimbursement of further costs is excluded unless the Careum School of Health has caused such costs through gross negligence.

### **5. Financial provisions/terms of payment**

The tuition fees are due when the invoice is issued before each module or semester starts. In the case of payment by instalments (subject to a fee), the instalment is due and payable before the start of the semester or month.

Absence from classes due to military service, illness, maternity, accident, holidays or professional commitments does not entitle the student to a reduction in tuition fees. The tuition fees include teaching materials according to the programme announcement, lecturer documentation, on-site support and all regular examinations. The costs for meals, travel and accommodation, revision or repetition of learning achievements (e.g. examinations, written work), repetition of lessons, modules or study programmes, supplementary literature, etc. are not included.

The Careum School of Health reserves the right to suspend or exclude students who do not meet their payment obligations on time from the study programme. The entire tuition fee must be paid at the latest before graduation. In the event of late payment, interest on arrears of 5% p.a. will be charged from the invoice's due date.

## **6. Tuition fees and price guarantee**

The tuition fees, as well as the fees for retaking or repeating coursework and for additional services, are regulated in the current fee regulations.

The tuition fee is guaranteed for the standard study period and remains unchanged. After cancellation and re-registration by the student, the currently valid tuition fees apply to the new registration. If a student interrupts or postpones a degree programme, the price is guaranteed for the maximum study duration.

## **7. Cancellation before the start of a programme**

Before the start of the study programme or course, the participant must request cancellation in writing or electronically. If a withdrawal takes place up to 30 days before the beginning of the educational programme, the cancellation is subject to additional administrative costs in accordance with the current fee schedule. Any tuition fees already paid will be refunded. If a cancellation takes place less than 30 days before the start, the tuition or course fees are due on a pro-rata basis in accordance with the current fee schedule, together with an administrative fee. The registration fee will not be refunded as a fee for admission to the university. It will be waived accordingly in the event of a new application for an educational programme.

## **8. Rebooking before the start and during a programme**

Before the start of the entire degree programme, it is possible to change bookings to other degree programmes or to postpone the beginning of the degree programme. A rebooking or postponement after confirmation of registration up to 30 days before the start of the programme has no financial consequences. After that, an additional administrative fee must be paid in accordance with the current fee schedule. In the event of a transfer to another degree programme, the price of the new degree programme will be applied, and any difference will be credited or subsequently debited.

Modules or semesters may be rebooked or postponed during the course of study before the start of the module or semester. Rebooking within the meaning of this section refers to a change in the sequence or exchange of modules or semesters if provided this is set out in the regulations of the programme. The postponement leads to an interruption of the degree programme and is regulated in section 10 of these GTCs.

## **9. Withdrawal during the study programme**

Early withdrawal from postgraduate programmes (CAS, DAS, MAS) is possible at the end of any module or, in the case of graduate programmes (BScN, MScN), at the end of each semester. Cancellation must be made in writing or electronically at least 30 days before the next semester or module starts. The module will be invoiced in full if this deadline is not met. If cancellation is made after the start of the semester, this semester will be charged in full. Tuition fees already paid for further semesters will be refunded.

In general, the Careum School of Health will charge for services rendered irrespective of the student's related learning achievements.

## **10. Interruption of studies**

The degree programme can be interrupted and completed at a later date. The interruption must be applied for in writing or electronically. The maximum duration of study is set out in the relevant examination regulations. The administrative fee for interrupting studies is regulated in the current fee regulations. If the maximum duration of studies is exceeded due to the interruption, it is deemed to be a termination and requires a new registration (see section 6 of these GTCs).

## **11. Resignation due to unfulfilled graduation requirements**

If the conditions for the planned certificate of achievement have not been fulfilled in accordance with the respective examination regulations of the degree programme, the contract will be terminated due to non-fulfilment of the conditions for graduation without additional costs for the student. The billing of services rendered in accordance with Art. 9 shall apply.

## **12. Possibility of exclusion by the Careum School of Health**

The Careum School of Health reserves the right to exclude a student from the education or training programme due to unlawful, immoral, unethical or disciplinary misconduct. The total costs of the study programme or educational offer in accordance with the concluded education contract and any compensation for damages must be borne by the student.

## **13. Location**

The Careum School of Health reserves the right to close the location temporarily or completely and to carry out the corresponding study programmes at another location.

## **14. Insurance**

The conclusion of accident, health and liability insurance or other necessary insurance is the responsibility of the student.

### **15. Copyright protection**

Students acknowledge that the content made available on the learning platform operated by the Careum School of Health is copyright protected. Students are prohibited from reproducing, distributing or otherwise using this content beyond their private use. Legal action may be taken in the event of infringement.

### **16. Data protection**

By registering, students agree to the processing of their personal data in accordance with the provisions of the Data Protection Act for the purposes of the study programme and examinations. In addition, they agree to receive information and offers relating to education and health from the Careum School of Health, Kalaidos University of Applied Sciences Switzerland and Careum Group entities until further notice.

The Careum School of Health commits itself to using all data confidentially in accordance with the currently valid privacy policy of the Kalaidos University of Applied Sciences Switzerland as well as applicable data protection law and federal statistics law and not to pass it on to third parties, whereby corporate units of the Careum Group are not considered third parties in the aforementioned sense.

The Careum School of Health is also entitled to pass on data to other companies if this is necessary for the provision of services by the Careum School of Health, e.g. if more than one company is involved in the implementation of a study programme or if information on students has to be passed on to the Federal Statistical Office.

Moreover, the right to pass on data to which the Careum School of Health or Kalaidos University of Applied Sciences Ltd is legally obliged (e.g. legal accountability to education authorities) remains reserved. By signing the registration form, the client expressly agrees to these principles.

### **17. Photo, audio and video recordings**

Photos, audio and video recordings may be made at events, which may subsequently be used and published for teaching, marketing and communication purposes for an unlimited period, such as on the learning platform, website, social media, printed materials or for other applications of the Careum School of Health. Participants' faces may be recognisable in images and videos. Participants declare their consent to such use when registering. The photo, audio and video recordings will not be passed on to third parties outside the Careum Group.

### **18. Duty of confidentiality**

As part of the educational programmes at the Careum School of Health, participants will have access to data of patients and relatives in various forms and may have contact with them. All personal information about patients and relatives entrusted to or perceived by the participating persons in the context of educational programmes, particularly teaching materials made available, must be treated confidentially. They are to be used exclusively within the framework of the educational programme at the Careum School of Health and for the purposes for which the information was made available to the participants. Any disclosure to third parties and any further use of the information for personal purposes or the purposes of third parties, particularly its dissemination (e.g. via YouTube, WhatsApp, etc.) and any recording of the teaching materials (audio, video, photo), are expressly prohibited. This obligation continues to apply after the end of the educational offer.

### **19. Final Provisions**

The Careum School of Health reserves the right to change the study programme and organisation in the interests of improvement. Amendments to the General Terms and Conditions and the Careum School of Health Fee Regulations will be published on the Internet appropriately when they come into effect and apply to all students. Individual supplementary or amending agreements require the consent of both contracting parties and the written form to be valid.

### **20. Place of jurisdiction / Applicable law**

This Agreement is governed exclusively by Swiss law. The courts in Zurich are the responsible legal venue in respect of any disputes.

Valid from April 2024