

# GENERAL TERMS AND CONDITIONS FOR ONLINE COURSES

Zero to WebHero – Website Maintenance, Security & Optimization Series

Effective Date: 22 June 2025

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Welcome to the online courses provided by Zero to WebHero ("we", "us", "our"). By enrolling in or accessing on of my courses on website maintance, security & optimiazation, you agree to the following terms and conditions. Please read them carefully before proceeding.

## **Article 1: Applicability**

1.1 These Terms and Conditions apply to all online courses and related digital services provided by Zero to WebHero (Dutch Chamber of Commerce number 84558180), offered now and in the future, focused on website maintenance, security, optimization, and related topics.

1.2 Any individual or legal entity ("Participant") who registers for or accesses any course from Zero to WebHero agrees to these Terms.

1.3 Deviations from these Terms are only valid if confirmed in writing by the Provider.

## **Article 2: Course Content and Requirements**

2.1 Courses cover website-related subjects such as maintenance, security best practices, performance optimization, backups, updates, and CMS management.

2.2 Participants are responsible for having the necessary hardware, software, and internet connectivity to access and benefit from the course content.

2.3 The Provider does not guarantee compatibility or outcomes across all platforms or websites.

## **Article 3: Offers, Registration, and Agreement**

3.1 All course descriptions, prices, and offers are indicative and may change without notice.

3.2 A binding contract is formed when the Participant's payment is confirmed.

3.3 Prices are displayed in Euros or US dollars, exclusive of applicable taxes unless stated.

## **Article 4: Access and Termination**

4.1 Course access is granted for a defined period, stated at registration, and expires automatically unless extended.

4.2 Access may be revoked if Terms are violated or for legal reasons.

4.3 The Participant must provide accurate registration details and is responsible for any issues arising from incorrect data.

## **Article 5: Payment Terms**

5.1 Full payment is required to gain course access.

5.2 Failure to pay may result in access suspension and collection actions, with associated costs borne by the Participant.

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## Article 6: Liability

- 6.1 The Provider does not guarantee specific learning outcomes.
- 6.2 Liability is limited to direct damages up to the amount paid for the course.
- 6.3 No liability for indirect or consequential damages.

## Article 7: Force Majeure

- 7.1 The Provider is not liable for failures caused by events beyond control, including technical issues, natural disasters, or legal restrictions.
- 7.2 Service suspension or termination may occur in such cases.

## Article 8: Intellectual Property

- 8.1 Course materials remain the exclusive property of the Provider.
- 8.2 Participants may not distribute or reproduce materials without explicit permission.

## Article 9: Privacy

- 9.1 Participant data is handled according to GDPR and applicable privacy laws (including U.S. regulations).
- 9.2 See the Privacy Policy on the website for details.

## Article 10: Withdrawal and Refunds

- 10.1 EU Participants waive the 14-day withdrawal right once digital content is accessed, in line with EU law.
- 10.2 U.S. Participants understand digital content is non-refundable after access begins unless local laws require otherwise.

## Article 11: Complaints

- 11.1 Complaints must be submitted within 14 days of the issue to [miss@zerotowebhero.nl](mailto:miss@zerotowebhero.nl).
- 11.2 Valid complaints may result in corrections, refunds, or extensions at the Provider's discretion.

## Article 12: Amendments

- 12.1 The Provider may update these Terms. Continued use means acceptance.

## Article 13: Governing Law

- 13.1 For EU Participants: Dutch law applies, disputes settled in the Netherlands.
- 13.2 For U.S. Participants: Delaware law applies, with arbitration preferred.

## Contact Details

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