

The following notes follow requirements for CRKBO registration (www.crkbo.nl), which exempts the PHREEQC course from Dutch and EU VAT:

- Requests about the course will be answered within 3 days.
- Your information will be kept private and confidential.
- A basic knowledge of chemistry, physics and mathematics at the high-school level is sufficient for following the course.
- The course level can be rated as higher professional education.
- The customer will be noted of the terms and conditions of registration in this Further Information.pdf via the website link.
- If you have paid for the course but have to cancel your participation, the following rules apply: if it is more than 3 weeks before the start of the course, the money will be refunded; if it is less than 3 weeks before the start, we can discuss participation in a later course, but the registration fee will not be refunded if the cancellation is final.
- If the course is cancelled by C.A.J. Appelo due to illness, force majeure or too few participants, a paid registration fee will be refunded within 1 week.
- Copyright of the course belongs to C.A.J. Appelo. Please contact me via appt@hydrochemistry.eu if you would like to use the course and the exercises at your university.
- Participants have a reflection period of 14 days.
- For complaints, please contact me via appt@hydrochemistry.eu. Your complaint will be handled by email within one week. If your complaint has not been resolved to your satisfaction within the week, I'll ask you to contact an independent person, M. Coppens, via a1@hydrochemistry.eu. She is an independent person who will handle and investigate the complaint, formulate her decision on it, and communicate it to you and me within one month. If more time is needed for the investigation, you will be notified within this month, explaining the delay. You will also be given an indication of when a decision can be expected. Her judgement and verdict will be binding on me, without infringing your rights to seek any other form of redress in any way that you wish to pursue. I will enact the binding judgement of the independent person promptly, including taking measures to change any procedures, processes or behaviors that gave rise to the complaint. Any complaint is treated with the utmost discretion and is confidential. Any complaint will be recorded in a client file and kept for five years.