

GENERAL TERMS AND CONDITIONS FOR SAP MENA EDUCATION

1. DEFINITIONS

SAP Education:

SAP Middle East & North Africa
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Customer: Individual, organization or entity who or which obtains a SAP educational service

Trainee: Participant to a SAP educational service

Course: Any of the SAP training courses described in the current SAP Training Catalog

2. REGISTRATION

2.1 The Customer can register via the SAP Education website or can fax a copy of the course registration form to the SAP Education department at **+971 4 403 0825**. The Customer shall ensure that the registration form is delivered to SAP Education as soon as possible, preferably at least one week before the start date of any Course. If the requested Course is fully booked, an alternative date will be offered if possible.

2.2 SAP Education will send out a confirmation e-mail to the Customer with all the information about the Course location and schedule.

2.3 For administrative reasons, SAP Education cannot accept any Course registration by telephone or by e-mail or without Purchase Order or pre-payment.

2.5 The Customer acknowledges and accepts that SAP Education will use the contact and invoicing data as provided by the enrolled Trainee. In case the Customer requests SAP Education to issue a corrected invoice because of errors in the data provided by the enrolled Trainee, SAP Education will be entitled to charge an additional administrative fee of 50,00 EUR.

2.6 If the Course is already fully booked, SAP Education will inform the Customer via e-mail.

2.7 Every written registration is considered as final and will be handled within the next 2 working days.

2.8 SAP Education has the right to postpone or cancel any service due to unforeseen circumstances. (see 4.7)

3. PRICE AND PAYMENT

3.1 Price

3.1.1 The price of the Course shall be as stated in the then current SAP Training Catalog and, unless otherwise stated, is exclusive of any taxes

3.1.2 The price of the Course includes the cost of the training documentation, lunch, tea and coffee.

3.1.3 SAP Education will not issue any credit note for any Course if a Course should end earlier than originally scheduled but after the full material has been covered.

3.1.4 In case the Course length is changed due to the release of a new version of the Course, SAP Education has the right to change the price of the Course accordingly without prior notice.

3.2 Payment and invoicing

3.2.3 SAP Education offers several payment options:

- Wire transfer: Invoices have to be settled to the following account:

Account Name	SAP Middle East & North Africa LLC
Bank Name:	ABN-AMRO Bank (The Royal Bank of Scotland)
Branch No.:	Main Branch, Kaleed Bin Waleed Street, Dubai, U.A.E
Bank A/C No.:	227-83-458 (AED Acct) 227-84-772 (US\$ Acct)
Swift Code:	ABNAAEAD

- Preferred Card (see 3.3)

3.2.4 For any overdue invoice, SAP Education reserves the right to increase the invoiced amount with 5%, based on belated payment.

3.3 Preferred Card

3.3.1 The SAP Preferred Card is a virtual card that the Customer can buy and charge with a certain amount of money. Each time the Customer registers a Trainee to a public or customer specific Course, a certification program, an academy or university, a virtual class session or a web-based training at SAP Education, the Customer needs to mention the number of the SAP Preferred Card. The corresponding amount will be charged to the Preferred Card.

3.3.2 As the Courses are pre-paid via the SAP Preferred Card, there is no invoice and no bank transfer. The Preferred Card simplifies requisition of educational services and saves the Customer time and administration through online booking and reporting.

4. CANCELLATION

4.1 Should the Trainee be unable to attend a Course he is subscribed to, then the Customer has to inform SAP Education as soon as possible. All cancellations must be done in writing to SAP Education (education.mena@sap.com or fax +971 4 403 0825) and the Customer should then receive a confirmation of reception by SAP Education.

4.2 Cancellation is free of charge until 10 working days before the Monday of the week in which the Course starts. If a cancellation is not on time, the full price of the Course will be invoiced to the Customer.

4.3 A registration may be transferred to a colleague without extra costs, but SAP Education must be informed in writing and in advance (education.mena@sap.com).

4.4 The absence of a Trainee at a Course cannot be considered as a reason for the non payment of the Course price.

4.5 Cancellation of an Online Knowledge Product or e-learning is not possible.

4.6 If SAP Education has to cancel a Course, the Course participants will be informed individually as soon as possible. In case of too low enrolment, SAP Education can cancel a Course. In this case, SAP Education will inform the Customer via e-mail about 11 to 13 calendar days before the Course starts. SAP Education will offer a suitable alternative date or Course. If no suitable alternative date or Course can be found, the invoice will be credited accordingly by SAP Education. No claims for compensation can be accepted other than the refund of the Course price.

5. QUALITY AND RESPONSIBILITY

5.1 The Customer shall ensure that all Trainees fulfil the Course prerequisites as communicated by SAP Education. SAP Education recommends the Customer checking the Course description on the SAP Education website in order to make sure that the Trainee meets the prerequisites. SAP Education reserves the right to exclude any Trainee who does not fulfil such prerequisites. No refunds shall be paid to the Customer in such circumstances.

5.2 SAP Education reserves the right to exclude a Trainee from attending any Course due to disorderly conduct or failure to observe any of SAP's rules of participation. No refunds shall be paid to the Customer in such circumstances.

5.3 The Trainee should always fill in the evaluation form at the end of a Course.

5.4 In case of a complaint, the Customer should notify SAP Education per e-mail (education.belgium@sap.com) maximum 7 working days after a Course ends. The Customer should specify the Course he is referring to and "complaint" in the subject of his e-mail.

6. INTELLECTUAL PROPERTY RIGHTS

6.1 All rights reserved. Neither the Course material of any Course nor any part of it may be copied or reproduced in any form or by any means, nor translated into another language, without prior written consent of SAP Education.

6.2 No other organization may use SAP educational material or any part of this material during any form of training Course, seminar, workshop or any other type of education or presentation organized without prior written consent of SAP Education and without paying any license fee.

7. GENERAL

7.1 Courses are allocated to the classrooms depending on the number of participants in such a way that in most cases every Trainee can use a computer for exercises. However, SAP Education cannot guarantee that every Trainee will have access to a personal computer during the Course. SAP Education has the right to allocate one personal computer to up to two Trainees in very popular Courses.

7.2 It is strongly forbidden to connect own notebooks/laptops to the Education network.