

# General terms and conditions

## familea First aid courses

### 1 About the organization

familea is a neutral, non-political and non-denominational organization based in Basel. The organization works actively to promote and fund

- the empowerment of women, children and families
- balancing of family and career
- equal opportunities and integration

### 2 Offer

The programme includes special courses to promote safety and the ability to handle accident-related emergency situations and medical illnesses in children and young people.

### 3 Registration / conclusion of contract

Registration can only be made via the online form at <https://www.familea.ch/en/family-offers/courses/>. Registration is binding upon receipt of the online registration form.

Registrations are processed in the order in which they are received and are only finalised once payment has been received. In the event of high demand, a waiting list will be maintained.

### 4 Services

The duration, price, course objectives, content, target group and details of the programme can be found in the relevant announcement. The course fees include course materials unless explicitly stated otherwise.

### 5 Cancellations

Cancellation is possible at any time before the start of the course; this must be done in writing. The following billing model applies:

- a) In the event of cancellation 30 to 15 calendar days before the start of the course, 50% of the costs will be refunded.
- b) In the event of cancellation 14 to 7 calendar days before the start of the course, 25% of the costs will be refunded.
- c) In the event of cancellation less than 7 calendar days before the start of the course, no refund will be given.
- d) In the event of illness or absence, no refund will be given.
- e) A postponement is possible within one calendar year. A processing fee of CHF 30.00 will be charged.
- e) If the number of participants is insufficient, the course will be cancelled. In this case, any amounts already paid will be refunded in full.

### 6 Insurance

Accident, illness and liability insurance are the responsibility of the participants.

## **7 Data protection and confidentiality**

The processing of personal data provided is required in connection with registration for a programme. We process personal data only to the extent necessary to fulfil our activities. All data, information and incidents that our employees learn in the course of their work or that are entrusted to them are subject to a duty of confidentiality. Employees are required to treat all personal data and other information they have access to in the course of their work as confidential and not disclose it to third parties.

Our privacy policy with further information can be viewed on the familea website ([www.familea.ch](http://www.familea.ch)).

## **8 Image rights**

By registering, participants agree that photos may be taken during the course and these may be used on our website and in social networks. In the event of a refusal, this must be communicated in writing to [angebote@familea.ch](mailto:angebote@familea.ch) before the start of the course.

## **9 Terms of payment**

Upon receipt of the payment request, it must be paid immediately via TWINT or IBAN. The booked place is only guaranteed after receipt of payment.

## **10 Place of jurisdiction**

The exclusive place of jurisdiction is Basel-Stadt.

Basel, January 2026  
familea  
Management