



INTERNATIONAL PROTECTION SERVICES BV

International Executive Security Academy (IESA)



INTERNATIONAL PROTECTION SERVICES B.V. INTERNATIONAL EXECUTIVE SECURITY ACADEMY (IESA) GENERAL TERMS & CONDITIONS – TRAINING (PHYSICAL / PRACTICAL)

1. WHO WE ARE

International Executive Security Academy (IESA) is the training academy and a division (trade name) of **International Protection Services B.V.**, registered with the Chamber of Commerce (KvK) under number **67198287**, with its registered address at **Olympisch Stadion 24, 1076 DE Amsterdam, The Netherlands**. In these terms, International Protection Services B.V. and IESA are jointly referred to as “**IPS/IESA**”.

2. WHEN THESE TERMS APPLY

2.1 These terms apply to every offer, registration, booking, invoice, participation, and agreement relating to any IPS/IESA training, workshop, assessment, exam, simulation, coaching session, or related service (together: the “**Training**”).

2.2 By registering, paying, and/or participating, you confirm that you have read and accepted these terms.

2.3 Any deviation from these terms is only valid if confirmed in writing by an authorized representative of IPS/IESA.

3. REGISTRATION AND AGREEMENT

3.1 The agreement is made when IPS/IESA confirms your registration by email or via the registration system.

3.2 IPS/IESA may refuse a registration without stating reasons.

3.3 You must provide complete and correct information during registration. If information is incorrect or incomplete, IPS/IESA may cancel participation.

4. TRAINING CONTENT AND CHANGES

4.1 The Training may include intensive physical activity, realistic scenarios, stress exposure, and practical exercises.

4.2 IPS/IESA may make reasonable changes to the Training program, schedule, instructors, training methods, training location, or training equipment when needed for quality, safety, operational reasons, or circumstances beyond IPS/IESA's control.

4.3 Such changes do not give an automatic right to a refund.

5. ENTRY REQUIREMENTS (ID, FITNESS, MEDICAL SUITABILITY)

5.1 You must provide valid identification when requested.

5.2 You confirm that you are physically and medically fit to participate. If requested, you must provide a medical fitness statement.



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5.3 IPS/IESA may refuse participation or remove you from the Training if there are reasonable safety concerns (including medical/fitness concerns). In such case, no refund is due.

6. CERTIFICATE OF CONDUCT (VOG) AND SCREENING (WHEN REQUIRED)

6.1 If the Training requires a Certificate of Conduct (VOG) and/or other screening documents, you must provide these documents no later than **14 days before** the Training start date (unless stated otherwise in writing).

6.2 If you fail to provide the required documents in time, IPS/IESA may cancel your participation and the cancellation fees in Article 10 apply.

6.3 IPS/IESA may refuse participation if the provided documents indicate that participation is not suitable or safe.

6.4 IPS/IESA treats these documents confidentially and processes them only for suitability assessment and legal compliance (see Article 17).

7. SAFETY RULES AND CONDUCT (STRICT)

7.1 You must follow all instructions, safety briefings, and protocols at all times.

7.2 It is strictly forbidden to participate under the influence of alcohol, drugs, or medication that may impair judgment or physical performance.

7.3 Aggression, harassment, discrimination, intimidation, reckless behavior, or any action that endangers others is not allowed.

7.4 IPS/IESA may immediately remove any participant who violates safety rules or behaves inappropriately.

Removal means you must leave the Training area immediately when instructed.

7.5 Removal due to safety or misconduct gives no right to any refund.

7.6 **Reporting incidents:** You must immediately report any safety issue, incident, injury, or near-miss to the instructors or IPS/IESA staff.

8. WEAPONS, AMMUNITION, VEHICLES AND HIGH-RISK SIMULATIONS (IF APPLICABLE)

8.1 Some Trainings may involve weapons, ammunition, defensive tools, tactical equipment, vehicles, and/or high-risk simulations.

8.2 You acknowledge that such activities involve inherent risks (including serious injury or death) and you participate voluntarily and at your own risk.

8.3 You may only handle weapons/equipment under direct instruction and supervision of authorized instructors.

8.4 Any unauthorized handling or unsafe use leads to immediate removal without refund.

9. FEES, INVOICING AND PAYMENT

9.1 Fees are as stated in the confirmation and/or invoice.

9.2 A deposit of **50%** of the total Training fee must be paid within **2 days** after the invoice date.

9.3 The remaining amount must be paid in full no later than **21 days before** the Training start date.

9.4 If payment is late, IPS/IESA may suspend access and/or cancel participation. Any resulting costs are for you.

9.5 Participation is only guaranteed after full and timely payment.

10. CANCELLATION BY YOU (PARTICIPANT/CLIENT)



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10.1 Cancellation must be sent **in writing** (email is accepted). The date IPS/IESA receives it is decisive.

10.2 Cancellation fees (percentage of total Training fee):

- More than 28 days before start date: **50%**
- 28 to 15 days before start date: **75%**
- 14 days or less before start date: **100%**

10.3 If you do not attend (no-show), this is treated as cancellation within 14 days (100%).

10.4 If you are removed due to safety violations or misconduct, no refund is due (treated as 100%).

10.5 **Transfer to another person:** A booking may only be transferred to another person with prior written approval from IPS/IESA. The replacement participant must meet all requirements (ID, fitness, and any required documents such as a VOG). Administrative fees may apply.

10.6 **Change of training date:** You may request a date change in writing. IPS/IESA will review the request, but changes are not guaranteed and depend on availability and operational planning. Administrative fees and/or price differences may apply.

10.7 **No refunds:** All payments are non-refundable, except where IPS/IESA cancels the Training entirely (see Article 11).

11. CANCELLATION OR RESCHEDULING BY IPS/IESA

11.1 IPS/IESA may cancel or reschedule a Training due to force majeure, safety reasons, instructor unavailability, location restrictions, government measures, or insufficient participation.

11.2 If IPS/IESA cancels the Training entirely, IPS/IESA will offer either:

- a new Training date, or
- a refund of the Training fee already paid

11.3 IPS/IESA is not responsible for travel, accommodation, loss of income, visa costs, or other indirect costs.

11.4 **Alternative date:** If a Training is affected by operational or safety-related changes, IPS/IESA may offer participation on an alternative date during the next available training period. This does not give an automatic right to a refund.

12. LATE ARRIVAL, EARLY DEPARTURE AND CERTIFICATION

12.1 If you arrive late or leave early, you may miss mandatory parts (including safety briefings, exercises or assessments).

12.2 IPS/IESA may refuse participation, stop participation, and/or decide not to issue a certificate.

12.3 No refund is due in such cases.

13. CERTIFICATES AND PASSING REQUIREMENTS (IF APPLICABLE)

13.1 If the Training includes an exam or assessment, IPS/IESA will communicate the requirements in advance.

13.2 IPS/IESA may refuse to issue a certificate if requirements are not met or if the participant is removed for safety/misconduct.

13.3 If a retake is offered, the costs are for the participant unless IPS/IESA confirms otherwise in writing.



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14. LIABILITY (IMPORTANT)

14.1 Participation is at your own risk.

14.2 IPS/IESA is only liable for **direct damage** caused by IPS/IESA's attributable failure, up to the amount paid for the Training, or (if higher) the amount paid out by IPS/IESA's liability insurer in that case.

14.3 IPS/IESA is not liable for indirect or consequential damage, including loss of profit, loss of income, missed opportunities, reputational damage, or data loss.

14.4 Nothing in these terms limits liability in case of intent or deliberate recklessness by IPS/IESA's management.

15. INSURANCE

15.1 You are responsible for adequate insurance coverage, including health insurance and personal accident insurance.

15.2 If the Training is abroad, you are responsible for adequate travel insurance and any required medical coverage.

16. COMPLAINTS

16.1 If you have a complaint, you must inform IPS/IESA in writing as soon as possible and no later than 14 days after the Training ends.

16.2 IPS/IESA will respond within a reasonable time and parties will try to resolve the matter amicably.

17. PRIVACY

17.1 IPS/IESA processes personal data according to GDPR for administration, communication, certification, safety, legal compliance, and execution of the Training.

17.2 IPS/IESA may share necessary data with third parties involved in execution (for example training facilities, accommodation providers, or exam partners), only when needed.

17.3 You may request access, correction, or deletion of your data by contacting IPS/IESA in writing, unless IPS/IESA must keep certain data for legal reasons.

18. PHOTO, VIDEO AND RECORDING (STRICT)

18.1 Recording (audio/video) and taking photos during the Training is not allowed without prior written permission from IPS/IESA.

18.2 If IPS/IESA discovers a violation (during or after the Training), IPS/IESA may immediately remove the participant from the Training and send the participant home, **without any refund**.

18.3 Any use, publication, sharing, or distribution of recorded or captured audio, video, or photo materials without written permission from IPS/IESA is strictly prohibited and may result in a penalty of **€10,000 per violation**, in addition to damages and costs.

18.4 IPS/IESA may ban the participant from future trainings and refuse future registrations.

19. INTELLECTUAL PROPERTY AND CONFIDENTIALITY

19.1 All Training materials remain the property of IPS/IESA.

19.2 You may use materials for personal learning only. Copying, sharing, publishing, selling, or uploading



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materials is not allowed without written permission.

19.3 IPS/IESA may take legal action in case of violations. All costs incurred are the responsibility of the violating party.

20. RIGHT TO WITHDRAW (ONLY WHEN LEGALLY APPLICABLE)

20.1 If the law gives you a right to withdraw from a purchase, that right applies.

20.2 For Trainings scheduled on a specific date or during a specific period, the legal right to withdraw does not apply.

21. DUTCH LAW AND DISPUTES

21.1 Dutch law applies.

21.2 Disputes will be handled exclusively by the competent court in Amsterdam, The Netherlands.

21.3 Parties will first attempt to resolve disputes amicably.

SIGNATURE

By signing below, the participant confirms that they have read, understood, and agree to the provisions stated above, as well as the General Terms & Conditions of International Protection Services B.V. / IESA.

Name: _____

Date: _____ Place: _____

Signature: _____