

## General terms and conditions

### 1. Description

1.1 The student: the customer (natural person and client) for whom the mediation has been executed and has agreed to the general terms and conditions on the registration form.

1.2 Internship company: any internship company with which Internship BA has had contact with the intention of creating an internship for students within the company.

1.3 Internship BA: the mediation organization between the student and the company that provides information and aims to realise an internship agreement between the student and the provider of the internship, with which both parties, the student and the internship company, agree.

1.4 Third Parties: Other service providers worldwide that provide additional or primary services in addition to those offered by Internship BA. This includes accommodation providers, travel agencies and all other companies with which the student enters into an agreement to realize an internship via Internship BA.

### 2. General

2.1 The general terms and conditions can be consulted on the website: [www.internshipba.com](http://www.internshipba.com), and saved.

2.2 The general terms and conditions can be saved or printed by right-clicking on the text and choosing 'print'.

2.3 The general terms and conditions can be requested at any time, please send an email to [info@internshipba.com](mailto:info@internshipba.com).



2.4 Internship BA and the person entering into the agreement (hereinafter referred to as 'student') agree to cooperate with the aim of completing all tasks by mutual consent based on the terms and conditions and the price on the website ([www.internshipba.com](http://www.internshipba.com)) at the time of entering into the agreement. Our general terms of service and price list are valid and exclusive.

2.5 Internship BA is not responsible for the costs that a student must make to external organizations, whether or not caused by price increases. The rates of Internship BA are all-inclusive for all services mentioned in the price list. Discounts on the rates are not given under any circumstances.

2.6 Internship BA is not liable for costs incurred in preparation for the internship, for example but not limited to transport, visa, insurance and / or accommodation, regardless of whether or not the internship has been confirmed by Internship BA.

2.7 Internship BA is not liable for any demonstrable damage (suffered directly by the student or internship company) nor loss of profit, business damage, image damage and injury damage since the internship agreement is between the internship company and the student.

2.8 The student agrees that all communication, including but not limited to the invoicing and sending of automatic reminders, takes place by e-mail. The student bears the responsibility that the invoice is actually received by e-mail. It cannot rely on possible spam filters and / or an invalid or incorrect billing email address as possible causes for not receiving an invoice.

### 3. Procedure and official contract

3.1 After the student has completed the register form or has contacted Internship BA by any other way of communication for the first time, Internship BA will provide the student with detailed information regarding the registration.

3.2 The information sent to the student must be regarded by the student as an offer for a specific service at the student's request. These conditions refer to these general conditions and the request to read these conditions very carefully.

3.3 Any questions and comments as a result of reviewing the general terms and conditions can be asked at any time by emailing to [info@internshipba.com](mailto:info@internshipba.com) or directly via a consultant or via the contact form on the website.

3.4 The student confirms that he / she has read, understands and accepts the general terms and conditions of Internship BA when registering with CV and cover letter on the website or sending these documents by e-mail.

3.5 The student and Internship BA have not yet concluded any agreement when returning / receiving the general terms and conditions, in addition to accepting these general terms and conditions.

3.6 The student is responsible for correctly and truthfully completing all forms. Changes can be communicated by email to [info@internshipba.com](mailto:info@internshipba.com).

3.7 We recommend that the student registers no later than two months before the start date of the internship via [www.internshipba.com](http://www.internshipba.com) OR otherwise contact Internship BA to see if there are also possibilities in the shorter term. See more information under the paragraph "deadlines".



3.8 Internships of Internship BA are intended for students who are 18 years and older on the start date of the internship.

3.9 Students who are not yet 18 on the start date need permission from a parent or guardian, who must personally contact Internship BA.

3.10 In case of 3.9, all further procedures such as contracts, payments and confirmations are completed in consultation with the parent or guardian. At least one parent / guardian must sign and agree to the terms and conditions of Internship BA.

3.11 Students who register with a friend will be treated as two separate registrations. Internship BA cannot guarantee that the same company can be found for both students. If one student is placed and the other is not, the student for whom there is a placement receives a final invoice. See article 10 for more information regarding the final invoice.

3.12 Students who register must be available for applications throughout the procedure. These are of course planned in consultation with the student and company. The student has to take into account time differences and that he / she sometimes has a online conversation during the break / hour / evening / weekend.

## 4. Qualification process

4.1 The qualification process is an internal process of Internship BA and depends on the quality and content of the CV and motivation letter.

4.2 Internship BA reserves the right to request references from the student and to approach them to determine whether a student has the necessary qualifications.

4.3 Selection criteria include the common assessment criteria based on school level and university degree, extracurricular activities, internships, work experience and experience abroad.

4.4 If Internship BA believes that the student does not have the required quality level, Internship BA will suspend mediation and the process will be terminated. Internship BA informs the student about this.

4.5 If the student has the quality but the registration material is not sufficient, incomplete or not usable, Internship BA will inform the student about this.

4.6 If the student passes the qualification process without any issues, the application procedure is continued and Internship BA requests the down payment to the student.

4.7 Internship BA is allowed to put the registration material in the Internship BA company format and to make (minor) substantive changes with the aim of improving the mediation process. Internship BA will usually discuss this with the student, but is not obliged to do so.

4.8 Changes and in-depth control / feedback of the registration materials are carried out by Internship BA after payment of the deposit as stated in chapter 5 of the general terms and conditions. See also section 6.3.

## 5. Deposit

5.1 When Internship BA has confirmed that the student has qualified for mediation, an email with a request for deposit will be sent to the student by e-mail.

5.2 The deposit of 225 EUR must be transferred to the account number indicated in the e-mail.

5.3 Part of the deposit is an amount of 35.00 euros in administration costs. These costs are non-refundable.

5.4 The deposit will be considered as effectuated once Internship BA has received the full amount of the down payment on their bank account.

5.5 By making the deposit by student and / or parent, the student agrees to the cooperation and mediation of the internship by Internship BA, and the student confirms once again that he / she understands and agrees to the terms and conditions of Internship BA.

5.6 Internship BA will officially start the mediation process after receiving the deposit and receiving all correct(ed) registration materials. The deadline of at least four weeks for finding the internship also starts from this moment. More information under paragraph 'Deadline'.

5.7 The deposit will be deducted from the final invoice compared to the prices stated on the website. See more information about the total amount and the final invoice in paragraph 10 'Final invoice'.

## 6. Deadline

6.1 During the registration process and intake the student can indicate a deadline during which the student Internship BA gives time to find an internship.

6.2 The deadline must include at least 1 calendar month period.

6.3 The minimum deadline of 1 calendar month starts when Internship BA has received the deposit on his bank account and all correct registration materials are in possession of Internship BA.

6.4 A shorter deadline than the calendar month can be discussed and agreed upon.

6.5 A deadline can be set for a longer period. Internship BA has all the more space to find a perfectly fitting internship.

6.6 The deadline only covers the time that Internship BA has to find the internship. The student needs to keep in mind that the approval process of the university, if applicable, has to be added.

## 7. (Non) Return of deposit

7.1 Only in the event that Internship BA cannot propose an internship to the student within the deadline that the student has given, the down payment will be refunded with an administration fee of EUR 35.00.

7.2 If the student has to stop the mediation after the transfer of the deposit due to serious illness or family circumstances such as the death of a family member in the 1st or 2nd degree, Internship BA will refund the deposit less EUR 35.00. In both cases, the student must be able to provide written and official proof, for example a doctor's or death certificate.

7.3 In all cases other than those mentioned in Articles 7.1 and 7.2, the deposit is final and no refund will be made.

7.4 If the school does not approve the internship, Internship BA will continue to search for a new internship. Students must provide Internship BA with a written statement from the school why the internship has been rejected. Internship BA is allowed to contact the relevant teacher. In this case, the deadline is postponed for Internship BA by the number of days that the school has processed the application.

7.5 If the student receives the deposit back, the student must send his / her personal and bank details within 6 weeks so that Internship BA can transfer the payment.

7.6 If the deadline has expired and the student discusses with Internship BA that a new deadline is being determined, the right to return the deposit lapses. Even if the student appears to have found an internship himself.

7.7 No discounts will be granted if the student decides to extend the mediation process after the deadline has passed.

7.8 When the deposit is returned, the student will receive this within 30 days after the payment details have been received.

7.9 If the student has been rejected by 2 companies after the interview, the student will no longer be entitled to a return of the deposit.

## 8. Terminating / pausing the agreement

8.1 If the student does not respond by telephone or e-mail within a maximum of 5 days after the last contact moment from Internship BA or proposed internship company, discussions will be held to terminate the agreement. If this happens, the deposit will not be returned. This applies regardless of the deadline date.

8.2 If the student indicates in advance that he / she will be difficult to reach for a certain period of time, agreements will be made between Internship BA and the student to ensure that the mediation process still runs smoothly. The student must inform Internship BA as soon as possible and if possible in advance. For example with holidays or illness. If a student is not available for interviews / interviews several times and without good reason, Internship BA may decide not to return the deposit. The student will be informed about this in advance.



8.3 The student must inform Internship BA if the student decides to terminate the agreement earlier than the given deadline for a reason other than that stated in the General Terms and Conditions. Student and Internship BA discuss the further steps together. The deposit will not be refunded and the agreement is terminated unless otherwise discussed in writing.

8.4 Internship BA expects commitment and a professional attitude from the student. Internship BA reserves the right to terminate the agreement if the student does not show up / shows up late for scheduled applications or demonstrably shows no / poor motivation. In the event that Internship BA is informed more than once by companies that there is something wrong with the attitude / motivation of the student, Internship BA will contact the student to discuss further steps. Depending on the situation, Internship BA reserves the right to terminate the agreement without returning the deposit.

## 9. Internship acceptance criteria

9.1 Internship BA is very committed to finding a suitable, educational and also a fun internship for a student. If a proposed internship is unsuitable, the student must indicate the reasons for this as clearly as possible at Internship BA. Based on this, we can make a better proposal to the student.

9.2 The service package includes a maximum of 3 (three) full suitable internship offers. These offers are sequential, so the student must accept or decline per offer. If more than 3 offers are desired, Internship BA charges 50 euros incl. VAT per additional offer.

9.3 The contractual conditions concern the agreements made between the student and the company for which Internship BA is in no way responsible. This also includes agreements made about working hours, allowances, geographical flexibility, internship goal, behavior on the work floor and possible termination. Internship BA has the right to regularly inquire about the motivation, behavior and performance of the student placed at the internship company and to mediate if problems arise.

9.4 A suitable internship is understood to mean that the destination city, the internship company, the department, the internship tasks and the number of hours correspond to the wishes and requirements of the student. The following reasons do not affect the suitability of an internship:

- Internship allowance - in any form
- The neighborhood / environment of the office
- Travel time is too long (one hour of travel time can be expected)
- Work on weekends or evenings
- The sector of the company
- Lack of other interns in the company
- Man / woman with whom the student has the interview was too late

## 10. Final invoice

10.1 After written confirmation from the student and company that the internship and trainee is accepted, the student will receive the final invoice. This invoice is made up of the total price minus the amount of the deposit.

10.2 When the internship has been approved by the student and educational institution the final invoice will be sent to the student.

10.3 Unless otherwise agreed between student and Internship BA, the final and full payment must be paid within seven days after sending the invoice from Internship BA.

10.4 In the event that the entire amount is not paid within seven days of the invoice being sent, a reminder will follow. For the second and third reminder, Internship BA will charge an administration fee of EUR 25 per reminder.

10.5 After the payment term of the third reminder has expired, Internship BA will engage a debt collection agency. This entails additional costs that are legally determined and charged to the student.

10.6 Internship BA will inform the internship company where the student has signed a contract about the state of affairs if payment is not made. If the internship company decides to terminate / cancel the internship on the basis of this information, the student still owes the amount of the mediation to Internship BA.

10.7 In case the student cancels the internship himself, 100% of the amount is due. If this has not yet been paid, Internship BA will still charge it.

10.8 If the internship is accepted by the student after the deadline has passed, the student must also pay the final invoice. Internship BA does not offer discounts if the deadline is not met.

## 11. Travel documents

11.1 It is the responsibility of the student to possess the correct travel documents before the start of the internship, such as a valid ID, visa, work permit and proof of the correct vaccinations. Internship BA will provide the student with information about required documents if desired, but applying for, paying for and obtaining the documents (on time) is entirely the responsibility of the student.

11.2 When the student is not able to make the trip or parts of the trip or extend the trip on the spot due to the lack of correct documents, all consequences are the responsibility of the student.

11.3 Internship BA is an internship placement agency. Although Internship BA always tries to be up-to-date with the latest visa regulations, Internship BA cannot guarantee that it is always aware of the latest developments. Before the visa application, the student should also read about the visa application for his / her internship on the website of the embassy / consulate.

11.4 Internship BA will not return the final invoice if an accepted internship is not accepted due to the fact that the company and / or student cannot apply for a visa.

## 12. Contract company / student

12.1 Internship BA provides support to both student and internship companies regarding the signing of the contract.

12.2 Internship contract is signed by student, internship company and often by school. Internship BA is not responsible for the content of the contract or any changes discussed by the company and / or student.

12.3 If there are still changes in the contract, the student must notify Internship BA.

12.4 If major changes occur before the start of the internship that are no fault of the student and / or Internship BA, Internship BA will look for a new internship for the student with great urgency and priority. These changes include:

- Company goes bankrupt
- Company unexpectedly decides to cancel the internship
- Company decides to move to another city (country)

12.5 Internship BA will have at least two weeks to mediate a new internship for the student before claiming reimbursement (of deposit and / or final invoice).

12.6 Internship BA cannot be held liable for changes in the contract made by company, school or student. Internship BA does try to find a solution at all times.

12.7 If the student makes changes to the internship after more than four weeks after the start, the student is responsible for all additional consequences. There is also no longer any right to any form of refund. The collaboration between student and Internship BA will also be terminated after a



change. Always inform Internship BA of changes because Internship BA always wants to help the student where possible.

12.8 If the student wishes to switch less than 4 weeks after the start of the internship, this must be done in consultation with Internship BA and must be an informed decision. Internship BA should be given the opportunity by the student - before looking for a new internship - to speak to the internship company and / or school about the current situation. Internship BA strongly advises against stopping the internship before a new internship is found. If this does happen, any right to compensation from Internship BA will lapse.

## 13. Termination of the contract by the internship company

13.1 In the event that the internship company terminates the contract between the company and the student due to the attitude or level of the student, Internship BA has no further obligations. The contracts as well as the reason for the dismissal are the responsibility of the two parties that signed the contract. In this case, there is no possibility of refunds from Internship BA.

13.2 If the internship company terminates the contract prematurely (within the first 2 weeks) between the internship company and the student for internal business reasons and not based on the behavior of the student, Internship BA will try to realize a similar internship as soon as possible for the student. There are no extra costs for the student, nor can Internship BA be held (financially) liable for this.

13.3 If the internship company decides to terminate or cancel the contract due to student and student's wanting to find a new company, the mediation process will start again with the associated costs as stated on the website of Internship BA.

## 14. Service Internship BA

14.1 Internship BA is an internship placement agency. The price that Internship BA maintains consists solely of mediating an internship and the other mentioned features on the website: airport pickup (only when the student arrives) and the support services. Internship BA provides information if requested, such as information about the visa, accommodation, tickets and other administrative acts. Internship BA cannot be held liable for any occurrences with regards to these services.

14.2 During the period that Internship BA is engaged in the mediation, Internship BA accepts no responsibility for any legal consequence or any liability arising from the cooperation with Internship BA.

14.3 Internship BA does not accept any responsibility for agreements made between the student, school and the internship company and for the function as mediator between these parties. Internship BA is under no circumstances responsible for the costs incurred by the student.

14.4 The contracts with third parties, including conditions and payments, for example, are individual agreements between the student and the third party that are in no way visible to Internship BA and for which Internship BA is in no way responsible.

14.5 Internship BA does not guarantee, either expressly or tacitly, that an internship can be found for the student.

14.6 If mediation is unsuccessful, paragraph 7 will take effect.

14.7 Internship BA can in no way be held responsible for the consequences that arise if the mediation fails or does not succeed.



14.8 Internship BA cannot be held responsible for receiving incorrect information from the internship company and / or student.

14.9 All complaints regarding the internship must be reported immediately to Internship BA. Internship BA will take complaints with great priority and act accordingly in accordance with these general terms and conditions.

14.10 In the event that the student interferes with the work of Internship BA by providing incorrect information, deliberately disrupting the implementation of a program or achieving the desired goal within the time frame described above, additional costs may be incurred for this on the total invoice. The amount of these extra costs will be determined and communicated by Internship BA.

14.11 In the event that an internship is not accepted by the student's education due to incorrect / timely communication of the internship location and / or cooperation with Internship BA, the student will not be entitled to a refund.

14.12 Should the applicant use the provided contact details of (potential) internship companies for their own gain or share them with third parties (other persons or organizations), Internship BA has the right to pass on the costs of a full internship mediation as well as the costs of the damage suffered to the student.

14.13 Internship BA has the right to use photos / videos via Social Media to use them for other promotional purposes, offline and online. Rightholder of the photo can always ask to take the photo / video offline again or not to use it in the future. Internship BA then removes the photo / video from its system. The person entitled to the photo is not entitled to any expenses or income with regard to the material.

The general terms and conditions can be consulted on the website: [www.internshipba.com](http://www.internshipba.com).

The privacy statement is always available on our website or via [info@internshipba.com](mailto:info@internshipba.com).