

# General Terms and Conditions

**HackYourFuture**

Last updated: November 2025 (v3)

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## Article 1. Definitions

### **Programme**

All programmes, courses, trainings, specialisation tracks, job-readiness activities, or workshops organised by HackYourFuture.

### **Participant**

The natural person who registers for, is admitted to, or participates in a Programme.

### **HackYourFuture**

The HackYourFuture Foundation, located at A-Lab 1.10, Overhoeksplein 2, 1031 KS Amsterdam, the Netherlands.

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## Article 2. Applicability

1. These general terms and conditions apply to all Programmes organised by HackYourFuture.
2. Deviations from these terms are only valid if confirmed in writing by HackYourFuture.
3. In the event of inconsistencies between these terms and specific written agreements, the written agreements of HackYourFuture shall prevail.

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## Article 3. Registration and Participation

1. Participation in a Programme is only final after explicit approval by HackYourFuture.

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2. A selection procedure and/or intake interview forms part of the admission process.
3. HackYourFuture reserves the right to refuse participation if admission criteria are not met.

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## **Article 3A. Communication and Response Times**

1. HackYourFuture ensures accessibility for participants regarding administrative and educational matters.
2. Questions of an administrative nature are answered within two (2) working days.
3. Questions relating to the Programme or educational content are answered within five (5) working days, unless a longer response time is required, in which case the participant will be informed.
4. Response times are communicated via automatic email replies and/or the HackYourFuture website.

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## **Article 3B. Exemptions and Prior Learning**

1. HackYourFuture does not grant formal exemptions based on prior education, diplomas, or work experience.
2. All participants are expected to follow the full Programme.
3. Specialisation Tracks may take existing skills into account but they do not constitute formal exemptions.

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## **Article 3C. Duration of the Agreement**

1. The agreement between HackYourFuture and the participant applies from the moment of acceptance into the Programme.
2. The educational Programme ends upon completion or termination of the Programme as determined by HackYourFuture.
3. After completion of the Programme, HackYourFuture provides post-programme support aimed at facilitating the participant's transition to employment.

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4. This post-programme support may continue for up to one (1) year after completion of the Programme and does not constitute formal education or training.

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## **Article 4. Costs and Payment**

1. HackYourFuture offers its Programmes free of charge to participants.
2. If specific activities, workshops, certifications, or examinations involve costs, these will be communicated clearly in advance.
3. No hidden costs will be charged.

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## **Article 4A. Programme Start, Changes, and Cancellation by HackYourFuture**

1. HackYourFuture reserves the right to postpone, modify, or cancel a Programme if:
  - an insufficient number of qualified participants is admitted;
  - force majeure occurs;
  - organisational or labour-market circumstances require changes.
2. If a Programme start is postponed, this will typically not exceed one (1) month, and participants will be informed in a timely manner.
3. Specialisation Tracks are determined based on labour-market demand and organisational capacity and may change over time.
4. The available Specialisation Tracks will be communicated before the start of each new cohort.

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## **Article 5. Cancellation by the Participant**

1. Participants may terminate their participation at any time.
2. Termination must be communicated in writing (by email) to HackYourFuture, preferably including the reason for termination.
3. As participation is free of charge, no course fees are refunded.

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4. Termination has no further financial consequences for the participant, subject to Article 5A.

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## **Article 5A. Reimbursements**

1. Participants may be eligible for reimbursement of certain expenses, such as travel costs, where applicable.
2. Any reimbursements to which a participant is entitled will be processed within fourteen (14) days after termination of participation and receipt of the required information.

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## **Article 6. Liability**

1. HackYourFuture strives to deliver its Programmes with due care and quality.
2. HackYourFuture is not liable for indirect damages, including consequential loss, loss of income, or loss of data.
3. HackYourFuture's liability is limited to direct damages only, up to a maximum of any costs made by the participant (if applicable).

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## **Article 6A. Guarantees**

1. HackYourFuture does not provide guarantees regarding:
  - completion of the Programme;
  - obtaining certificates, diplomas, or qualifications;
  - securing employment, internships, or job placements.
2. No guarantees are provided unless explicitly stated in writing.
3. HackYourFuture commits to providing high-quality education and guidance but cannot guarantee individual outcomes.

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## **Article 6B. Cooling-Off Period**

1. Participants have a cooling-off period of fourteen (14) days after confirmation of admission.
2. During this period, participants may withdraw without stating reasons and without consequences.
3. In practice, this means participants may reconsider participation from acceptance into the Programme up until the Programme start date.
4. As no participation fees apply, no refunds are applicable.

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## **Article 7. Intellectual Property and Copyright**

1. All teaching materials, documentation, and Programme content are protected by copyright.
2. Unless stated otherwise, the HackYourFuture curriculum is licensed under the Creative Commons Attribution–NonCommercial–ShareAlike 4.0 International (CC BY-NC-SA 4.0) licence.
3. Ownership and intellectual-property rights of all Programme materials remain with HackYourFuture and/or its partners.

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## **Article 7A. Use of Programme Materials**

1. Participants are granted a non-exclusive right to use Programme materials for personal, non-commercial learning purposes only.
2. Commercial use, reproduction, or distribution without prior written permission is prohibited.

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## **Article 8. Privacy**

1. HackYourFuture processes personal data in accordance with the General Data Protection Regulation (GDPR / AVG).
2. Personal data is used exclusively for educational, organisational, monitoring, and reporting purposes.
3. Further details are available in the separate Privacy Policy.

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## Article 9. Code of Conduct

1. Participants are expected to behave respectfully towards fellow participants, instructors, staff, and volunteers.
2. HackYourFuture reserves the right to terminate participation in cases of misconduct or violation of the Code of Conduct.

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## Article 10. Complaints Procedure

1. HackYourFuture maintains a transparent and accessible complaints procedure.
2. Complaints may be submitted in writing by email to [lissy@hackyourfuture.net](mailto:lissy@hackyourfuture.net).
3. Complaints are handled by a complaints officer engaged by HackYourFuture.
4. Receipt of a complaint is acknowledged within seven (7) days.
5. Complaints are investigated and handled within four (4) weeks, unless additional time is required. In such cases, the complainant will be informed of the reason for the delay and the expected timeframe.
6. If the complainant is not satisfied with the outcome of the internal handling, the complaint may be escalated to an independent external third party appointed by HackYourFuture.
7. The decision of the independent external third party is binding on HackYourFuture.
8. All complaints are handled confidentially and are recorded and retained for a minimum period of two (2) years.

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## Article 11. Applicable Law and Disputes

1. These terms and conditions are governed by Dutch law.
2. Disputes will preferably be resolved through mutual consultation.
3. If resolution is not possible, disputes will be submitted to the competent court in the Netherlands.

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## Final Provision

HackYourFuture aims to comply with the CRKBO Quality Code for Short Vocational Education and continuously improves its policies and procedures accordingly.