

General Terms and Conditions (GTCs)

Version 1.1, valid from: 09 February 2026

Disclaimer (Non-binding Translation)

This document is an English translation provided for informational purposes only. It is not legally binding. The legally valid version of the General Terms and Conditions (GTC) is the original German version.

Validity of the GTC

By registering, course participants agree to these General Terms and Conditions (GTC). The contract becomes effective once the participant completes the registration process on the website and, if applicable, subsequently confirms the online payment including the GTC.

Registration

Registrations are only accepted online. Please register directly via the DKF registration platform <https://kurse.dkfbasel.ch>. Depending on the course, in addition to online training components, in-person sessions may be mandatory. In courses with in-person sessions, the number of participants is generally limited. Registrations are considered and confirmed in the order in which they are received, following a review of the entry requirements. Quotas for specific groups of participants may be set for certain courses.

Confirmation

Immediately after registration, course participants will receive a confirmation via email.

Compatibility

The following technical requirements must be met to participate in the online training:

- Desktop computer, notebook, or tablet with a resolution of at least 1040x800px
- Current version of Firefox, Chrome, Safari, or Edge
- Internet connection

The online training modules are also accessible on current Android or iOS smartphones. However, as they are not specifically optimized for smartphones, functional limitations may occur.

Login

Access to the online training at the DKF learning platform <https://edu.dkfbase.ch> is granted after email address confirmation and, if applicable, payment of course fees. Please note that the login is personal and non-transferable. It is not permitted to share login credentials with third parties. Misuse of login credentials caused by you will lead to access being blocked and exclusion from the courses (further claims for damages remain reserved).

Cancellation / Withdrawal

Once the registration has been confirmed, there is no right of withdrawal. Different cancellation conditions and deadlines may apply to each course. These are described in the respective course description on the website of DKF Basel or the University of Basel.

Prices

Course fees correspond to the course fee information valid at the time of registration as stated on the website of DKF Basel or the University of Basel. Unless otherwise indicated, all course fees are listed in Swiss francs (CHF).

The course fee is shown again before you confirm the registration and payment.

Payment

Payment is only possible using the following credit cards or TWINT:

- Mastercard
- Visa
- PostFinance Card

The course fee is due immediately upon completion of the contract. The payment confirmation counts as a binding registration.

Material and Legal Defects

We strive to ensure the uninterrupted operation of our website. Interruptions may occur due to technical or human error, third-party attacks, or necessary maintenance. Temporary, short-term unavailability of the website or disruptions due to force majeure do not constitute a failure to fulfill the contract on our part.

Customer Service and Support

If you have any questions, comments, or complaints regarding the offered courses, please contact us via email at education.dkfbase.ch or by phone at +41 61 328 77 17.

Duration and Termination

The contract and access rights for courses with online training are valid for 365 days from the time of registration. The contract and access rights expire automatically after this period and do not require termination. There is no automatic renewal. Refunds or partial refunds of the course fee are not possible during or after this period.

Course Content and Administration

Artificial intelligence (AI) can be used at the DKF to provide our services. Tasks such as processing enquiries, analysing data or creating text content and graphics can be partially supported by AI systems. The decision regarding the effective use of the content recommended by the AI systems always lies with the employees of the DKF. The AI systems are used in compliance with the applicable data protection and security regulations.

Certificate

After full payment of the course fee, successful participation, and completion of all course requirements, a certificate or confirmation of participation will be made available to you electronically via the DKF learning platform or sent by mail. It is prohibited to make any changes to the content of certificates.

Usage Rights (including Downloads)

The provided course content is protected by copyright. Participants are granted a non-exclusive, non-transferable, and non-sublicensable right to use the information provided solely for personal use in accordance with copyright law, and only in the form in which it is offered.

Participants are allowed to download content once and store it solely for personal use on their own device of choice. Beyond that, it is not permitted to alter, use modified versions, copy, make publicly available, redistribute, upload to the internet or networks (whether for free or paid), imitate, print, resell, or use the content for commercial purposes.

DKF Basel reserves the right to modify, suspend, or discontinue the download feature at any time, temporarily or permanently. Furthermore, DKF Basel is entitled to delete individual downloads from the participant's account if there is a valid reason, particularly in the event of disputes concerning potential legal violations. This deletion option does not apply to downloads that have already been saved locally by the participant.

Downloads may be marked with digital watermarks, allowing the identification and prosecution of the original participant in case of misuse. Downloads may also be protected by DRM (Adobe Digital Rights Management) to prevent illegal duplication. Use of these downloads on the participant's device is only possible via the Adobe ID registered on the respective device.

Data Protection

The data required for business transactions is processed during the registration process and stored only in accordance with data protection regulations.

Applicable Law, Jurisdiction

Legal relationships arising from the online training are governed by substantive Swiss law, excluding conflict of laws and the UN Convention on Contracts for the International Sale of Goods. The exclusive place of jurisdiction for all disputes is Basel.