

### **Terms and conditions for Write-it-Right workshops**

This document describes the general terms and conditions that apply to Write-it-Right workshops given by Rothenberg Enterprises BV. It includes the following sections:

- A. General definitions and items that apply throughout the document.
- B. Conditions that apply to Write-it-Right workshops organized by Rothenberg Enterprises BV.
- C. Conditions that apply to Write-it-Right workshops given by Rothenberg Enterprises BV on behalf of another organizing body or Institute.
- D. General information regarding workshop content and format.

#### **A. General definitions and items that apply throughout the document**

- A1. Write-it-Right (here forth abbreviated WiR) denotes workshops on the writing of scientific articles and other scientific documents in English.
- A2. The workshops are given by prof. dr. G. Rothenberg and dr. C.P. Lowe (here forth referred to as the Trainers) as part of the activities of Rothenberg Enterprises BV.
- A3. Rothenberg Enterprises BV (here forth abbreviated RE) is a private limited company registered in the Netherlands, Chamber of commerce registration number 31458885. This company organizes WiR workshop as well as gives WiR workshops on behalf of other organizing bodies Institutes.
- A4. In cases where the WiR workshop is not organized by RE, the term organizing body or Institute (here forth referred to as the Organiser or the organizing Institute) denotes the person or Institute that is organizing a WiR workshop. In such cases, the Organiser is responsible for the venue and for the participants, while RE is responsible only for giving the lectures and exercises during the workshop and preparing the necessary teaching material.
- A5. The term Website refers to the WiR website, [www.write-it-right.org](http://www.write-it-right.org). This site contains all of the information on WiR workshops, as well as login facilities for the participants. The information on this domain is maintained by RE.
- A6. The contracts and invoices of RE are checked and approved by a certified accountant.
- A7. All workshop participants are registered via a password system on the WiR website. This system

enables accurate administration, showing which participant is registered for which workshop and in which period.

- A8. All questions of an administrative nature can be sent to [info@write-it-right.org](mailto:info@write-it-right.org) and will be answered within 5 business days.

#### **B. Conditions that apply to Write-it-Right workshops organized by Rothenberg Enterprises BV.**

- B1. All registration fees must be paid in full before the participants receive an enrollment key for registering on the WiR website.
- B2. Registration fees are non-refundable. Any participant who does not attend all or part of the workshop, for any reason, will not receive any refund. The exception is if, in any event, the workshop is cancelled by RE. In this case all fees paid will be refunded in full (see below).
- B3. Institutes registering a fixed number of participants may decide themselves who they send to the workshop. The maximum number of participants per workshop is 30. The minimum number of participants is 5.
- B4. The registration fee includes all teaching materials, lunches, and refreshments during coffee breaks. It does not include any travel or accommodation cost. Participants must arrange their own travel and accommodation.
- B5. While all WiR workshops are carried out in safe and professional locations, the organisers are not responsible for any damage to the participants' person or property, nor to any damage inflicted on or by a third party.
- B6. **Cancellation policy.** Since WiR workshops are typically organized several months in advance, and participant placements are limited, fees are non-refundable. However, once the workshop fee is paid by a participant or by an institution, this person or institution may request to send a different person in their place. Such requests will be granted provided that (a) the request is made at least one week prior to the workshop starting date.
- B7. **Force majeure.** In cases of *force majeure*, a participant or an Institute registering a participant that cannot attend may request an opportunity for attending a WiR workshop at a later date. Such requests will generally be granted based on availability. Since cases of *force majeure* are rare, each case and each request will be handled individually.

- B8. In case the workshop is cancelled by RE, all participants will receive a reimbursement of their full fee by bank transfer within three weeks of the cancellation notice.
- B9. **Complaints procedure.** Any participant in a Write it Right workshop can complain to prof. dr. G. Rothenberg and dr. C.P. Lowe if they are unsatisfied with the service provided. All complaints will be treated thoroughly, in confidence and promptly. Where possible, complaints should be made known to the Trainers, who will endeavor to solve the situation on the spot. If the complainant is not satisfied with the response he/she can file a written complaint and also has the option to call upon an independent third party for adjudication. The details of the procedure are as follows:  
First, the complainant should send an e-mail to [complaints@write-it-right.org](mailto:complaints@write-it-right.org). This email should contain:
- The name of the complainant
  - The contact details of the complainant
  - The date of the workshop to which the complaint refers
  - The nature of the complaint
- The Trainers will then consider the complaint and respond to it within 28 days of its receipt. If the complainant is not satisfied with the Trainer's response, there is a dispute. This shall be resolved by means of binding advice. De complainant shall in that case submit his/her complaint to an independent third party, the Binding Advisor. Parties agree that Mr. Menno Schmidt, attorney at law, Amsterdam, will act as Binding Advisor. To submit the complaint the complainant shall e-mail it to [Menno@croondavidovich.nl](mailto:Menno@croondavidovich.nl) with as subject: "Complaints Write it right." The complainant shall explain why he/she is unsatisfied with the Trainer's response to the complaint. The Binding Advisor will then set the rules of procedure. These will be transparent to both parties and based on the principle of an adversarial process. The Binding Advisor and the parties in the conflict will henceforth act accordingly. Within two months after having received the arguments and/or written statements of both parties and if found necessary by the Binding Advisor, and within two months after an oral hearing has been held, the Binding Advisor will report his conclusions to both parties. The conclusions of the Binding Advisor are binding and parties will submit to these. All communications related to the complaint will solely be accessible to prof. dr. G. Rothenberg and dr. C.P. Lowe, to the parties and (where applicable) to the Binding Advisor.
- B10. **Feedback on workshops.** A workshop participant or an Institute registering a participant that wishes to send feedback regarding a workshop may do so by sending an email to [feedback@write-it-right.org](mailto:feedback@write-it-right.org). All such emails will be personally acknowledged within two business days. If so requested, a factual and appropriate response will be given within 15 business days.
- B11. **Privacy policy.** RE will not pass on any private information about workshop participants to any third party whatsoever.
- B12. Feedback to WiR workshops is generally intended to be placed in the public domain on the WiR website. Prior to placing any such item in the public domain, however, Rothenberg Enterprises BV will request and obtain specific permission from the participant or Institute providing the feedback. A new permission request is made for each item.
- B13. By paying the registrations fee the participant and, where applicable, the Institute registering the participant understands and accepts these general terms and conditions.
- C. Conditions that apply to Write-it-Right workshops given by Rothenberg Enterprises BV on behalf of another organizing body or Institute.**
- C1. A signed agreement must be received by RE before the participants receive an enrollment key for registering on the WiR website.
- C2. Workshop fees are non-refundable. The Organiser shall not receive any refund for any participant who does not attend all or part of the workshop, for any reason. The exception is if, in any event, the workshop is cancelled by RE. In this case all fees paid will be refunded in full.
- C3. The organizing body or Institute may decide themselves who they send to the workshop. The workshop costs do not include any travel or accommodation cost for the participants. Participants must arrange their own travel and accommodation. The maximum number of participants per workshop is 30. The minimum number of participants is 5.
- C4. The organizer is responsible for providing a suitable venue, equipped with a computer projector (beamer), an overhead projector, sufficient chairs and tables for the participants, and access to a photocopier.
- C5. RE is responsible for providing the computer, syllabuses, and any additional teaching materials.
- C6. **Cancellation policy.** The Organiser may cancel the workshop by informing RE up to two months prior to the workshop at no charge. If the Organiser cancels

the workshop at or less than two months prior to the workshop, for any reason, they agree to pay RE the sum of €3.000,00 excluding VAT if applicable.

C7. **Force majeure.** In cases of *force majeure*, a participant or an Institute registering a participant that cannot attend may request an opportunity for attending a WiR workshop at a later date. Such requests will generally be granted based on availability. Since cases of *force majeure* are rare, each case and each request will be handled individually.

C8. **Complaints procedure for workshop participants.** With the exception of minor complaints that can be solved by the Trainers on the spot, all complaints by workshop participants will be referred to the Organising Institute.

C9. **Complaints procedure for the Organiser.** The Organiser may complain to prof. dr. G. Rothenberg and dr. C.P. Lowe if they are unsatisfied with the service provided. All complaints will be treated thoroughly, in confidence and promptly. Where possible, complaints should be made known to the Trainers, who will endeavor to solve the situation on the spot. If the complainant is not satisfied with the response he/she can file a written complaint and also has the option to call upon an independent third party for adjudication. The details of the procedure are as follows:

First, the complainant should send an e-mail to [complaints@write-it-right.org](mailto:complaints@write-it-right.org). This email should contain:

The name of the complainant

The contact details of the complainant

The date of the workshop to which the complaint refers

The nature of the complaint

The Trainers will then consider the complaint and respond to it within 28 days of its receipt. If the complainant is not satisfied with the Trainer's response, there is a dispute. This shall be resolved by means of binding advice. De complainant shall in that case submit his/her complaint to an independent third party, the Binding Advisor. Parties agree that Mr. Menno Schmidt, attorney at law, Amsterdam, will act as Binding Advisor. To submit the complaint the complainant shall e-mail it to [Menno@croondavidovich.nl](mailto:Menno@croondavidovich.nl) with as subject: "Complaints Write it right." The complainant shall explain why he/she is unsatisfied with the Trainer's

response to the complaint. The Binding Advisor will then set the rules of procedure. These will be transparent to both parties and based on the principle of an adversarial process. The Binding Advisor and the parties in the conflict will henceforth act accordingly. Within two months after having received the arguments and/or written statements of both parties and if found necessary by the Binding Advisor, and within two months after an oral hearing has been held, the Binding Advisor will report his conclusions to both parties. The conclusions of the Binding Advisor are binding and parties will submit to these. All communications related to the complaint will solely be accessible to prof. dr. G. Rothenberg and dr. C.P. Lowe, to the parties and (where applicable) to the Binding Advisor.

C10. **Feedback on workshops.** A workshop participant or an Institute registering a participant that wishes to send feedback regarding a workshop may do so by sending an email to [feedback@write-it-right.org](mailto:feedback@write-it-right.org). All such emails will be personally acknowledged within two business days. If so requested, a factual and appropriate response will be given within 15 business days.

C11. Participants are also encouraged to fill as feedback the **workshop assessment form**, that is available as a PDF file on the write-it-right website. RE will use these feedback forms for improving future workshops. These forms may be filled anonymously if the participant so wishes.

C12. **Privacy policy.** RE will not pass on any private information about workshop participants to any commercial sources whatsoever.

C13. Feedback to WiR workshops is generally intended to be placed in the public domain on the WiR website. Prior to placing any such item in the public domain, however, Rothenberg Enterprises BV will request and obtain specific permission from the participant or Institute providing the feedback. A new permission request is made for each item.

C14. By paying the registrations fee the participant and, where applicable, the Institute registering the participant understands and accepts the above conditions.

#### D. Description of the workshop content and format.

D1. The standard Write it Right workshop involves twelve hours of training spread over two days. Lectures occupy six hours, exercises related to the

- lecture content occupy five hours and one hour is for discussion.
- D2. Participants are asked to submit a two-page manuscript on their research, via the Website, up to seven days before the workshop. They are informed of the format required for the manuscript and the submission date via email, at least three weeks prior to the submission deadline. This information is also available to the registered participants on the website. Preparation of the draft manuscript should require a maximum of 36 hours. These manuscripts are reviewed and commented on by both Trainers, and returned to the participant during the workshop. Each participant discusses these comments with one or both of the Trainers during the workshop. The draft manuscripts are also used as the basis for several workshop exercises. The Trainers and the individual participant are the only ones who have access to the manuscript files.
- D3. Shorter formats are possible, upon request, in discussion between the Organizing Institute and RE. Where this is the case the organizer will be given details in writing of the format before a contract is issued. Formats shorter than seven contact hours will not involve a draft manuscript submission (see D2).
- D4. Half of the workshop covers technical English. The other half covers other aspects of publishing a successful article. These other aspects are: organizing and structuring the article, making an impact, and effective use of graphics and posters.
- D5. The aim of the workshop is twofold; to improve the clarity and accuracy of participants' technical English and to help participants to write articles clearly and in such a way that they make more impact (here "impact" means publishing articles in Journals with higher impact factors and receiving as wide a readership for the article as possible).
- D6. The workshop is given in English.
- D7. The level of the workshop is suitable for researchers of Masters level or higher who have an adequate level of English (CEFR level B2 or higher). Researchers can be from any scientific discipline, including the exact sciences, social sciences, or humanities).
- D8. Each participant is given a syllabus that detailed instructions and materials for all exercises along with additional reading material. Participants may keep their syllabuses at the conclusion of the workshop.
- D9. Lecture notes or PDF copies of the presentations given during the workshop are available to participants upon request to the Trainers.
- D10. WiR workshops do not include an official exam or written assessment. However, a certificate confirming successful completion of the workshop will be issued by RE on request or, where requested by an organizer, automatically, upon completion of the course. This certificate states the participant's name, the workshop dates and duration, and the location, and is signed by the Trainers.