

Terms and Conditions of Participation

General conditions of participation relating to events and counselling services provided by ZHAW SML Career Services.

Eligibility to participate

Services offered by ZHAW SML Career Services are for ZHAW School of Management and Law students and graduates ("Alumni") of ZHAW SML Bachelor's and Master's degree programs up to six months following graduation (date of exmatriculation). Students of continuing education courses (MAS, DAS, CAS, and WBK) are excluded from this offer. Offers that apply to other target groups are explicitly marked as such.

The advisory services offered by ZHAW SML Career Services for young alumni are available only to graduates of the ZHAW SML Bachelor's and Master's degree programs (BSc & MSc) up to three years after graduation. Graduates of continuing education courses (MAS, DAS, CAS, and WBK) are excluded from this offer.

Registration for events and workshops

By registering, the participant confirms that they have read and accepted the General Terms and Conditions of Participation.

Changes, modifications, and cancellations

We reserve the right to make changes to program content and those leading the program. The number of participants in a workshop or event is limited. Registrations for internal events will be processed in the order they are received. If a minimum number of registrations for an event is not reached, ZHAW SML Career Services reserves the right to cancel the event. Registered participants will be informed as early as possible if an event is cancelled, and any participation fee already paid will be refunded.

For events organized by external companies, registrations will either be processed in the order they are received or selected by the company representatives.

Individual consultations

Individual consultations offered by ZHAW SML Career Services are free of charge for ZHAW School of Management and Law students and graduates ("Alumni") of ZHAW SML Bachelor's and Master's degree programs up to six months following graduation (date of exmatriculation).

Individual consultations for young alumni are offered by ZHAW SML Career Services to graduates of the ZHAW SML Bachelor's and Master's degree programs (BSc & MSc) for a fee up to three years after graduation. Each consulting focus area can be booked a maximum of once per calendar year and per person. Students of continuing education courses (MAS, DAS, CAS, and WBK) are excluded from this offer.

Depending on the consultation format, documentation may be required in advance. The deadline for submitting documentation, specified at the time of booking, is non-negotiable and must be adhered to. If the requested documentation is not provided within the specified time frame, ZHAW SML Career Services reserves the right to cancel the consultation appointment.

Conditions of payment

Invoices from ZHAW SML Career Services must be paid in full within 30 days of the invoice date.

Cancellations

Cancellations must be made at least two days (48 hours) before the agreed consultation date or the start of the event using the ZHAW SML Career Services online portal or by email to career.sml@zhaw.ch. Otherwise, the full service fee will be charged for fee-based offers, or the no-show rule will apply.

If registered participants are unable to attend an agreed appointment for excusable reasons (such as accident or illness), corresponding proof should be provided. Official proof, for example, in the form of a medical certificate, must be submitted to ZHAW SML Career Services by email to career.sml@zhaw.ch no later than two working days (48 hours) after the event or consultation or immediately following recovery (48 hours).

Exclusion following unexcused absences

No-show rule for events, workshops, and individual consultations

Registered alumni are obliged to attend booked appointments or to cancel within the period stated on the platform, as set out in these T&Cs or otherwise agreed.

Non-attendance, failure to cancel in good time, lateness, and leaving the booked service early without informing ZHAW SML Career Services, the company, and/or the third-party provider in advance will be considered a "no-show."

Every no-show will be recorded by ZHAW SML Career Services and result in a written warning to the individual concerned. From two (2) no-shows within twelve (12) months, those affected will be excluded from ZHAW SML Career Services events, workshops, and consultations for nine (9) months. Individuals will receive formal notice of any exclusion in writing. ZHAW SML Career Services and/or the company representatives will consider any outstanding applications at the time of the exclusion on a case-by-case basis.

Liability and confidentiality

ZHAW SML Career Services guarantees that its services will be carried out professionally and in the strictest confidence. Although every possible care will be taken, ZHAW SML Career Services cannot accept liability for any consequences resulting from the information or advice given. ZHAW SML Career Services also accepts no liability for the topicality, correctness, completeness, or quality of the information provided, especially in the case of external links. The owners/operators of external websites are solely responsible for their content.

Publication and use of findings

ZHAW SML Career Services are entitled to publish findings from the fulfillment of the contract in anonymized form and to use these for scientific, non-commercial purposes.

Use of photos and video recordings

As part of our events, photos and video recordings may be made in which participants are identifiable. By attending an event, the participant agrees that these recordings may be used and published for documentation, public relations, and marketing purposes (e.g., on our website, in social media, in print media, or other publications), including instances when they are not expressly credited. Any recordings may only be used in connection with events organized by

ZHAW SML Career Services. If a participant does not agree to the publication of their image, they should inform the Event Team on site before the event begins.

Applicable law and place of jurisdiction

Swiss law applies to all legal disputes arising from ZHAW SML Career Services. The exclusive place of jurisdiction is Winterthur.