

# AGREEMENT ON DISPUTE RESOLUTION

This Agreement on Dispute Resolution forms – together with the provisions of the application form, the price list and the description of the chosen language course and/or language training in the Course Program – an integral part of the contractual relationship between *SIGNUM* and the *Course Participant* (“**Contract**”) enrolling for a language course and/or training.

**1.1 Amicable Dispute Resolution by way of Conciliation:** The Parties intent to resolve all existing disputes by way of an amicable conciliation procedure. The Parties therefore agree that in case of dispute each party is free to initiate a conciliation proceeding under the *Rules of the Beijing-Hamburg Conciliation Centre* in order to find an amicable solution. It is agreed and understood between the Parties that a recommendation and/or decision of the *Beijing-Hamburg Conciliation Centre* shall not be binding upon the Parties. However, the Parties envisage to accept and to follow any recommendation and/or decision rendered by the *Beijing-Hamburg Conciliation Centre*. Each party is free to terminate an ongoing conciliation process and to initiate an arbitration procedure.

**1.2 Arbitration:** The Parties agree that any dispute, controversy or claim arising out of or relating to the Contract, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the *CEAC Hamburg Arbitration Rules* (see [www.ceac-arbitration.com](http://www.ceac-arbitration.com)). The number of arbitrators shall be three unless the amount in dispute is less than 100.000 EUR in which case the matter shall be decided by a sole arbitrator. The arbitration proceedings shall take place in Hamburg, Germany. The language to be used in the arbitral proceedings shall be English; documents may be submitted in English and German. An upfront conciliation process, as foreseen under 11.2, is no mandatory prerequisite for the initiation of the arbitration procedure foreseen in this clause.

Buxtehude, \_\_\_\_\_  
[Date]

\_\_\_\_\_, \_\_\_\_\_  
[Place] [Date]

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SIGNUM SPRACHENSCHULE  
Dr. Hans Peter Lütjen Dageförde

\_\_\_\_\_  
Course Participant  
..... [Name]