

General Terms and Conditions

Stichting Delft Drone Initiative

Version 1.7 — in force from 28 August 2026

Summary — the important points

This summary is for readability only. The numbered terms below are the binding ones.

- You register on our website and pay in advance. Your place is confirmed by email.
- **You may cancel within 14 days of registering and get everything back.** No reason needed.
- After those 14 days, up to two weeks before the activity, you can pass your place to someone else or move it to a later edition, free of charge.
- If you cancel later than that, or do not show up, we keep the fee. If we do manage to fill your place, we refund you.
- If something serious prevents you from attending — illness, an accident, a death in the family — talk to us and we will look at moving you to a later edition.
- Components stay ours until we hand them to you on the day. Nothing is shipped to you in advance.
- Our activities involve soldering, batteries, tools and flying drones. You follow the safety rules and the instructions of our staff.
- **Personal liability insurance is strongly recommended** (*aansprakelijkheidsverzekering particulier*). Check with your insurer whether drone flying is covered.
- We blur faces in anything we publish, unless you separately tell us we may show yours.
- Course materials stay ours and are for your own use only. What you build is yours.

1. Identity of DDI

Legal name	Stichting Delft Drone Initiative (“DDI”)
Chamber of Commerce (KvK)	97286311
VAT number	NL867985756B01
Email	support@delftdrones.eu
Postal address	Kluyverweg 1, 2629 HS Delft

DDI is an independent foundation. DDI is not part of, and does not act on behalf of, Delft University of Technology or any other institution.

DDI runs its educational and community activities under the name **Drone Knowledge Hub**, and its research, development and testing activities under the name **R&D Support**. These are names for parts of the same foundation and have no separate legal status. Stichting Delft Drone Initiative is the contracting party in all cases.

2. Definitions

Who

Registrant — the person who registers for an Activity and thereby concludes the Agreement with DDI. Where the Participant is 18 or older, the Registrant is normally the Participant. Where the Participant is under 18, the Registrant is the parent or legal guardian.

Participant — the person who takes part in an Activity.

Subscriber — a person holding a paid DDI community subscription, referred to on the website as a Community Member. The subscription is governed by the separate Community Subscription Terms.

Private Registrant — a Registrant who registers for private purposes and not for a trade, business, craft or profession. Dutch law calls such a person a *consumer* and grants them additional rights, which are set out in sections 6 and 7 and in Annex A.

Business Registrant — any other Registrant, including companies, universities, schools and other institutions.

What

Activity — any Course, Workshop, Fly4Fun session, Drone Café or other activity organised by DDI.

Activity description — the published description of a specific Activity on the DDI website, stating at least its content, date, duration, price, and what is included. The Activity description forms part of the Agreement. Annex A sets out what the Activity description states for a Course or Workshop.

Course / Workshop — an instructed technical Activity for which a fee is charged. Depending on the Activity, this covers theory, assembly and soldering, electronics, firmware and software configuration, tuning, testing, and flying. Courses and Workshops are technical in nature and require the Participant to work with tools, powered equipment and live electronics.

Fly4Fun — a community Activity at which Participants fly their own drones at the Facility under the supervision of DDI staff or volunteers.

Drone Café — a community Activity at which Participants work on their own equipment using DDI facilities and tools, and may receive items from the Component Pool.

Event — a Fly4Fun session or a Drone Café.

Components — parts, materials and consumables supplied by DDI for use in a Course or Workshop.

Facility — the premises where DDI holds the Activity concerned. The address is stated in the Activity description and in the confirmation DDI sends on registration.

Annex — the activity-specific terms and safety rules that apply in addition to these General Terms:

- Annex A — Courses and Workshops
- Annex B — Flying at the DDI Facility
- Annex C — Drone Café and Component Pool

3. Scope

3.1 These General Terms apply to every Agreement between DDI and a Registrant concerning an Activity, and to the use of the Facility.

3.2 For each Activity, the applicable Annex forms an integral part of the Agreement. Where an Annex conflicts with these General Terms, the Annex prevails for that Activity.

3.3 These General Terms are published on the DDI website in a form that can be saved and printed. On request DDI will send them free of charge.

3.4 DDI does not accept the application of any general terms of the Registrant.

3.5 Sections 6 and 7.2 to 7.7 apply only to Private Registrants. For Business Registrants, section 7.9 applies instead.

4. Registration and formation of the Agreement

4.1 Registration takes place through the DDI website. Registration requires the Registrant to accept these General Terms and the Annex applicable to the Activity concerned. Acceptance of an Annex is requested at the moment of registering for that specific Activity.

4.2 The Agreement is concluded when DDI confirms the registration by email. Before that moment no place is reserved.

4.3 DDI sends the Registrant, by email, a confirmation containing the details of the Activity, these General Terms, the applicable Annex, the cancellation terms, and the model withdrawal form.

4.4 A place is personal. It may be transferred only in accordance with section 7.

4.5 DDI may set a maximum number of Participants and may operate a waiting list.

4.6 DDI may refuse a registration, stating its reason. In that case no Agreement is concluded.

5. Prices and payment

5.1 The fee for each Activity is stated on the website at the time of registration. Prices are in euros and include VAT where VAT is due.

5.2 Payment is made online through Stripe. Available payment methods are iDEAL, credit card, [...].

5.3 Payment in full is required to confirm a place, unless DDI states otherwise in writing.

5.4 A Course or Workshop is sold as a fixed package. The fee covers instruction, use of the Facility and tools, and the Components specified in the Activity description. Equipment not specified in that description is not included.

5.5 Components ordered or reserved for a Participant remain the property of DDI until they are handed over to the Participant at the Activity. Title passes on handover.

5.6 Where DDI grants a Subscriber discount or free access, that benefit applies only to the Activities stated in the Community Subscription Terms.

5.7 DDI charges no deposit and requires no financial guarantee. DDI does not charge more than the basic rate for any means of distance communication.

6. Right of withdrawal (Private Registrants)

6.1 A Private Registrant may withdraw from the Agreement within 14 days of its conclusion without giving any reason.

6.2 To withdraw, the Private Registrant notifies DDI within that period. DDI asks that this be done by email to support@delftdrones.eu or by returning the model withdrawal form supplied with the

confirmation, so that the withdrawal can be registered and processed promptly. Any other unambiguous statement of withdrawal within the period is also valid.

6.3 On withdrawal DDI refunds the full amount paid, without any deduction, within 14 days of receiving the notification, using the same payment method.

6.4 No Components are handed over during the withdrawal period. Withdrawal under this section therefore does not entitle the Private Registrant to receive any Components, and DDI retains them.

6.5 Where a registration is made **less than 14 days before the Activity takes place**, the withdrawal period would otherwise extend beyond the Activity itself. In that case DDI asks the Private Registrant, at the moment of registration, to make the following express request:

I ask DDI to begin performance of the Agreement immediately. I understand that I lose my right of withdrawal once the Activity has been fully delivered, and that if I withdraw before then I owe a proportionate amount for what DDI has already performed.

Where the Private Registrant makes this request, the right of withdrawal lapses once the Activity has been fully delivered. Until that moment the right of withdrawal remains in force, and if the Private Registrant withdraws before the Activity, section 6.3 applies.

6.6 Where the Private Registrant does not make the request in section 6.5, DDI may decline the late registration.

7. Cancellation, transfer and non-attendance

7.1 This section applies once the withdrawal period in section 6 has expired, or where section 6 does not apply.

7.2 Transfer to another person. Up to 14 days before the Activity, the Registrant may pass their place to another person at no charge. The Registrant notifies DDI, and DDI issues a transfer link. The Registrant passes that link to the person taking over, who completes their own registration, accepts these General Terms and the applicable Annex, and confirms that they meet any age or eligibility requirement in that Annex. Where that person is under 18, their parent or legal guardian registers in accordance with section 10.

DDI does not ask the Registrant to supply that person's personal details, and takes no part in any payment between them. Where the transfer link is not used before the deadline, the place remains with the Registrant and sections 7.4 and 7.5 apply.

7.3 Transfer to a later edition. Up to 14 days before the Activity, the Registrant may move the place to a later edition of the same Activity, subject to availability. This may be done once, and the later edition must take place within 12 months.

7.4 Cancellation without transfer. Where the Registrant cancels and does not use the options in sections 7.2 or 7.3, DDI retains the fee, subject to sections 7.6 and 7.7.

7.5 Non-attendance. Where the Participant does not attend and has not cancelled or transferred their place, DDI retains the fee, subject to section 7.7.

7.6 Savings and replacement. Where DDI fills the place, DDI refunds the fee in full. DDI also deducts from the amount it retains any costs it actually saves as a result of the cancellation. DDI is not obliged to seek a replacement.

7.7 Exceptional circumstances. Where the Participant is prevented from attending by circumstances beyond their control, including illness, accident or a death in the family, DDI may on request offer a transfer to a later edition free of charge, including after the deadline in section 7.3, or will refund a reasonable part of the fee. DDI may ask for reasonable evidence of the circumstances.

7.8 The amount DDI retains under sections 7.4 and 7.5 is payment for the place reserved and for the instructor capacity, facility time and preparation committed to that place and no longer recoverable. It is not a penalty and is not compensation for damage.

7.9 Business Registrants. Sections 6 and 7.2 to 7.7 do not apply. A place booked by a Business Registrant is non-refundable from the moment the Agreement is concluded, unless agreed otherwise in writing. A Business Registrant may substitute a different attendee for its own booking, provided that person meets any age or eligibility requirement in the applicable Annex.

7.10 Free places. Where a Participant attends an Event at no charge under a subscription, no fee is retained. Repeated non-attendance without cancelling may lead DDI to restrict priority booking for that Participant.

8. Cancellation or change by DDI

8.1 DDI may cancel or reschedule an Activity where there are insufficient registrations, where an instructor is unavailable, where the Facility is unavailable, where conditions at the Facility are unsafe, or in the event of force majeure.

8.2 Where DDI cancels, the Registrant may choose between a place at a later edition or a full refund. DDI refunds within 14 days.

8.3 Where DDI reschedules, the Registrant may accept the new date or cancel and receive a full refund.

8.4 DDI may make minor changes to the programme, instructors, Components or schedule of an Activity without this giving rise to any right to a refund, provided the character and content of the Activity remain substantially the same.

8.5 DDI is not liable for travel, accommodation or other costs incurred in connection with a cancelled or rescheduled Activity, unless the cancellation or rescheduling results from intent or gross negligence on the part of DDI.

9. Obligations of the Participant

9.1 The Participant follows the instructions of DDI staff, instructors, supervisors and volunteers at all times, and complies with the applicable Annex and any house rules displayed at the Facility.

9.2 The Participant attends the safety briefing for the Activity. A Participant who has not received the briefing may not use tools, equipment or drones.

9.3 The Participant uses tools, equipment and the Facility with due care and only for their intended purpose.

9.4 The Participant does not attend under the influence of alcohol, drugs or medication that impairs judgement or motor control.

9.5 The Participant reports any incident, injury, damage or near miss to DDI staff immediately.

9.6 The Participant is responsible for the equipment they bring, including its condition, its airworthiness, and its compliance with any applicable rules.

9.7 The Participant provides accurate registration details, including age where relevant.

10. Participants under 18

10.1 Participants must be at least 12 years old. Individual Annexes may set a higher minimum age.

10.2 Where the Participant is under 18, the Agreement is concluded with the parent or legal guardian, who registers, pays and accepts these General Terms and the applicable Annex on the Participant's behalf.

10.3 By registering, the parent or legal guardian confirms that they consent to the Participant's participation, that they have read the applicable Annex including its safety rules, and that they have discussed those rules with the Participant.

10.4 A parent or guardian is not required to remain at the Facility during the Activity unless the applicable Annex states otherwise.

10.5 DDI may require the parent or guardian to be reachable by telephone for the duration of the Activity.

10.6 Where the Participant is under 16, consent for the processing of personal data, including any consent relating to photography and video, is given by the parent or legal guardian.

11. Exclusion from participation

11.1 DDI may refuse a Participant access to, or remove a Participant from, an Activity or the Facility where the Participant:

- does not comply with safety instructions or the applicable Annex;
- behaves in a way that endangers themselves or others;
- damages equipment or the Facility deliberately or through serious carelessness;
- behaves in a manner that is aggressive, discriminatory, harassing or otherwise unacceptable;
- appears to be under the influence as described in section 9.4.

11.2 In the case of a serious or repeated breach, no refund is due.

11.3 In the case of a first, minor breach, DDI will normally issue a warning before excluding the Participant.

12. Liability of DDI

12.1 DDI performs its obligations with the care to be expected of a competent organiser of technical educational activities.

12.2 DDI's liability towards the Registrant and the Participant is limited to the amount actually paid out by DDI's liability insurer in the case concerned, plus DDI's applicable deductible.

12.3 DDI is not liable for:

- damage to, loss of, or theft of property belonging to the Participant, including drones, batteries, radio equipment and personal items, whether or not left at the Facility. Where DDI has expressly accepted an item for safekeeping, DDI exercises reasonable care in respect of that item;
- damage to a drone or other item built, repaired or modified by the Participant, or arising from its subsequent use;
- damage caused by the Participant's own act or omission, or by equipment brought by the Participant;
- damage caused to third parties by the Participant;

- indirect or consequential damage, including loss of income, loss of data and costs of replacement;
- damage arising from incorrect or incomplete information provided by the Registrant or Participant;
- the performance, functionality or airworthiness of any drone built during a Course or Workshop, save as provided in Annex A.

12.4 Nothing in these General Terms limits or excludes DDI's liability where such limitation or exclusion is not permitted by law, including in the case of intent or deliberate recklessness on the part of DDI's management.

12.5 A claim against DDI lapses if it is not notified to DDI in writing within one year of the Registrant or Participant becoming aware of the damage.

13. Liability and indemnity of the Participant

13.1 The Participant is liable for damage they cause to the Facility, to DDI property, or to third parties or their property.

13.2 The Participant indemnifies DDI against third-party claims arising from the Participant's own act or omission, from their breach of these General Terms or the applicable Annex, or from the use of equipment they brought.

13.3 Where the Participant is under 18, the parent or legal guardian is liable and indemnifies DDI in accordance with this section.

14. Insurance

14.1 Personal liability insurance (*aansprakelijkheidsverzekering particulieren*) is not required in order to take part in an Activity, but DDI strongly recommends that every Participant holds it.

14.2 The Participant is advised to check with their insurer whether the Activity concerned is covered by their policy. Cover varies between insurers, and some policies exclude the operation of unmanned aircraft.

14.3 A Participant who does not hold such insurance bears the cost of any damage they cause themselves. This does not affect their liability under section 13.

14.4 DDI does not verify insurance cover and does not insure the Participant's property or personal liability.

14.5 DDI holds liability insurance for its own activities. Its scope and limits are addressed in section 12.

15. Intellectual property

15.1 All course materials, slides, manuals, exercises, curricula, build instructions, configuration guides, methods and other content provided by DDI remain the property of DDI or its licensors.

15.2 The Participant may use these materials for their own learning. This includes viewing them, printing them, and keeping a copy for personal use.

15.3 The Participant may not share, publish, upload, forward, distribute, sell or license these materials, make them available on any website, cloud folder, file-sharing service or messaging group, or use them to instruct or train other people, whether or not for payment, without DDI's prior written permission.

15.4 DDI's rights in these materials arise automatically under copyright law. Where a copyright notice is absent from a particular file, that does not affect those rights or the restrictions in section 15.3.

15.5 A drone or other physical item built by the Participant during a Course or Workshop becomes the property of the Participant once title to the Components has passed under section 5.5. DDI claims no rights in it.

15.6 Where the Participant creates something during an Activity that goes beyond the assignment set by DDI, any intellectual property in it belongs to the Participant.

15.7 Audio or video recording of instruction, and photography of course materials, requires DDI's prior permission.

15.8 Course materials are supplied in common file formats that open on standard computers and mobile devices. DDI applies no technical protection measures to them.

16. Personal data, photography and video

16.1 DDI processes personal data in accordance with its Privacy Statement, published on the DDI website. Registration data is processed in order to perform the Agreement, organise the Activity, and comply with legal obligations.

16.2 Photographs and video may be taken during Activities for DDI's educational, promotional and community purposes.

16.3 Where DDI publishes such material, faces are blurred by default, unless the person concerned has given separate consent for publication without blurring.

16.4 Consent for publication without blurring is optional. It is requested separately at registration, is not a condition of participation, and may be withdrawn at any time through the Participant's account or by email to support@delftdrones.eu.

16.5 A Participant who does not wish to be photographed or filmed at all informs DDI staff at the start of the Activity, and DDI will take reasonable steps to accommodate this.

16.6 Withdrawal of consent applies to future use. DDI will remove or blur the material concerned within a reasonable period but cannot undo distribution that has already taken place.

17. Force majeure

17.1 DDI is not liable for any failure to perform caused by circumstances beyond its control, including fire, flood, power failure, loss of access to the Facility, government measures, epidemics and strikes.

17.2 Where force majeure prevents an Activity from taking place, section 8.2 applies.

18. Complaints

18.1 Complaints are submitted to support@delftdrones.eu within a reasonable period after the Registrant or Participant discovers the matter complained of.

18.2 DDI acknowledges a complaint within 5 working days and responds substantively within 30 days. Where more time is needed, DDI informs the complainant of the reason and the expected timescale.

18.3 DDI is not bound by any code of conduct and is not affiliated with a sectoral disputes committee. Where a complaint is not resolved to the Registrant's satisfaction, the Registrant may bring the dispute before the competent court in accordance with section 19.4.

19. Amendments, invalidity and applicable law

19.1 DDI may amend these General Terms and the Annexes. Amendments do not apply to Agreements already concluded, unless required by law. Each version carries a version number and date, and the version accepted at registration is the version that applies to that Agreement.

19.2 Where any provision is void or unenforceable, the remaining provisions remain in force, and the provision concerned is treated as replaced by a valid provision corresponding as closely as possible to its purpose.

19.3 Dutch law applies.

19.4 Disputes are submitted to the competent court in the district of The Hague. Where the Registrant is a Private Registrant and DDI invokes this provision against them in writing, the Private Registrant has a period of one month from that written notice in which to elect instead that the dispute be decided by the court that has jurisdiction under the law.

19.5 Where these General Terms are provided in more than one language and the versions differ, the Dutch version prevails for Private Registrants domiciled in the Netherlands. In all other cases the English version prevails.

Stichting Delft Drone Initiative — Delft, the Netherlands

Annexes A, B and C, the Community Subscription Terms, the Privacy Statement, the Cookie Statement and the model withdrawal form are separate documents and are published on the DDI website.