

GENERAL TERMS AND CONDITIONS

1. GENERAL TERMS

These General Terms and Conditions apply to all training services offered by **Auxanõ Team SA** and all its entities, including **Auxanõ Team SAS**, as part of the **ASP—Auxanõ Strengths Program**.

They supplement the information contained in the corresponding “**training program**.” They apply to all registrations and take precedence over any other document.

1.1. Purpose of the Training

This training program falls under the category of training programs¹.

The detailed **training program** includes various information related to this program, such as .

- Learning Objectives
- Target Audience
- Prerequisites
- Cost, duration, and organization
- Teaching Methods (approaches used)
- Technical Equipment and Resources
- Supervision
- Assessment Methods (Qualiopi)
- Detailed Content (Curricular Progression)
- Accessibility
- Registration Procedures

1.2. Participant numbers and Organization

The training program has a maximum of 30 participants and a minimum of 12 participants.

Auxanõ Team SA reserves the right to postpone the training course in the event of an insufficient number of participants or for any other organizational reason; participants will be notified as soon as possible. Participants will be given priority registration for the next available open session. No compensation may be claimed.

2. Payment

- 2.1.** Fees are due in accordance with the terms set forth in the contract and include VAT where applicable. Unless otherwise specified, payment is due before the start of the training.

¹ See notes on the last page

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- 2.2.** In the event of late payment, an administrative fee of 150 CHF/€ may be charged.
Checks are not accepted.
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3. Cancellation Period

- 3.1.** From the date the contract is signed, the Client has a statutory period of fourteen days to exercise their right of withdrawal, provided that this is done before the training begins.
- 3.2.** Any request must be made by certified mail with return receipt requested.
- 3.3.** In the event of withdrawal, an administrative fee of 150 CHF/€ plus VAT remains due.
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4. Termination and Cancellation

- 4.1.** Outside the withdrawal period, any cancellation must be notified in writing. The following conditions apply:
- 4.1.1.** Up to 60 days before the start of the training: a refund of the amounts paid, minus a 150 CHF/€ administrative fee.
 - 4.1.2.** Between 59 and 16 days before the start of the training: 30% of the total price remains due.
 - 4.1.3.** 15 days or less before the start of the training course, or in the event of withdrawal during the course: the full price remains due.
- 4.2.** The training materials sent to the participant remain the participant's responsibility and will not be accepted for return. They will be billed (value: 145 CHF/€ excluding tax).
- 4.3.** Any change of session incurs an administrative fee of 150 CHF/€ + VAT
- 4.4.** In the event of cancellation by Auxanõ Team, any amounts paid will be refunded, and any outstanding balance will be waived
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5. Disputes

- 5.1.** In the event of a dispute that cannot be resolved amicably, the competent courts are those of Auxanõ Team's headquarters.
- 5.2.** The applicable law is that of the country in which the training is provided.

Footnotes:

If the training program takes place in France, Article L.6313-1 of the Labor Code applies.