

<u>General Terms and Conditions of</u> <u>Sale</u>

Article 1: Order Confirmation

Reservations for a workshop or training session are confirmed upon receipt of an email from an authorized representative or by making an online payment. Additionally, any training order implies that the client accepts the training plan provided by Doussou Formation.

Article 2: Training

Doussou Formation reserves the right to make any changes it deems necessary to its training plans and schedules at any time.

Article 3: Pricing

The fees proposed by Doussou Formation are quoted in Canadian dollars for Canada and in Euros for Europe. Invoices will include applicable fees and taxes (GST/QST or VAT) in effect at the time of the training. Any travel or accommodation expenses incurred by participants are not included in the training fees.

Article 4: Training Cancellation

Cancellations or changes to a registration without incurring fees must be made no later than fifteen (15) business days prior to the start of the course. For cancellations made between five (5) and fifteen (15) business days before the course begins, 50% of the registration fee will be charged. If a participant cancels or is absent less than five (5) business days before the start of the course, the full registration fee will be charged. Postponing a training session is considered a cancellation followed by a reregistration; the same conditions apply. If a participant does not attend the training, the full registration fee remains payable. All cancellations and postponements must be made in writing (email). Participant substitutions are allowed at no charge until the course begins. Doussou Formation reserves the right to cancel or postpone a training session in the event of insufficient registration.

Article 5:

For on-site training, Doussou Formation is not responsible for setting up the training room.

Article 6: Administrative Documents



Invoices from Doussou Formation are accompanied by supporting documents (attendance sheets, training certificate, evaluation questionnaire) sent exclusively to the invoiced entity. Doussou Formation cannot be held responsible for the non-receipt of a training notice, regardless of the recipient(s) at the client's organization, especially in cases of absence from the training.

Article 7: Code of Conduct

The participant agrees to comply with the internal rules and regulations, which they acknowledge having read and accepted.

Article 8: Confidentiality

The information and knowledge shared during the training sessions are intended solely for the participants' use. The rights to the materials used belong to Doussou Formation.

Article 9: Use of Image

Client testimonials may be published on Doussou Formation's website and social media pages. In addition, Doussou Formation may include the client's company logo alongside their testimonial, unless the client indicates otherwise.

Article 10: Training Evaluation

An evaluation is systematically conducted at the end of each training session. Participants are invited to complete an evaluation questionnaire either on-site or online within a few hours following the session. This process helps collect immediate feedback for the continuous improvement of our services. Any comment, complaint, or request for adjustment regarding the content or delivery of the training must be submitted within seven (7) calendar days after the session. After this period, no claim will be considered.

Article 11: Non-Solicitation Clause

The client agrees not to solicit, hire, or directly contract—whether for paid or unpaid services—with any trainer or consultant provided by Doussou Formation for a period of twelve (12) months following the end of the service, unless written permission is granted in advance. In case of breach of this clause, a penalty equal to six (6) months of full-time service will be payable by the client to Doussou Formation.