

# General Terms and Conditions of Sale

## **Article 1: Order Confirmation**

Reservations for a workshop or a training session are confirmed upon receipt of an email from an authorized representative or upon completion of online payment. In addition, 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 modifications it deems useful to its training plans and to the scheduling of its training periods at any time.

## **Article 3: Pricing**

The fees proposed by Doussou Formation are stated in Canadian dollars for Canada and in Euros for Europe. Invoices will include the applicable fees and TPS/TVQ or VAT in effect on the date the training is delivered. Any transportation or accommodation costs for participants are never included in the pricing.

## **Article 4: Training Cancellation**

Cancellation or modification of a registration without additional fees must be made no later than fifteen (15) business days before the course start date. For cancellations made between five (5) and fifteen (15) business days prior to the course start date, 50% of the registration fees will be charged. If a participant is absent or cancels fewer than five (5) business days before the start of the course, the full registration fee will be charged. Please note that a rescheduling is considered a cancellation followed by a re-registration; the same terms therefore apply. If a participant does not attend the training, the full registration fee will be due. Cancellations and rescheduling requests must be submitted in writing (email). Participant substitutions are accepted free of charge up until the start of the course. Doussou Formation reserves the right to cancel or postpone a training session in the event of insufficient registrations.

## **Article 5:**

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

#### **Article 6: Administrative Documents**

Doussou Formation provides supporting documents (attendance sheets, training certificates, evaluation questionnaire) together with invoices, exclusively to the designated invoice recipient. Doussou Formation cannot be held responsible for the non-receipt of the training notice by any of the client's internal recipients, particularly in cases where the participant does not attend the training.

#### **Article 7: Internal Regulations**

The participant agrees to comply with the internal regulations, acknowledging that they have read and accepted the terms.

#### **Article 8: Confidentiality**

Information and knowledge shared during the training sessions are intended for the exclusive use of the participants. All rights to the materials used belong to Doussou Formation.

#### **Article 9: Use of Image**

Client comments may be published on Doussou Formation's website and social media pages. Doussou Formation may also display the client's company logo alongside their comments unless instructed otherwise by the client.

#### **Article 10: Training Evaluation**

A training evaluation is systematically offered immediately at the end of each session. Participants are invited to complete an evaluation questionnaire on-site or online within hours of the training. This process allows us to gather immediate feedback as part of our continuous improvement efforts. Any comment, complaint, or adjustment request related to the training content or conduct must be submitted within a maximum of seven (7) calendar days following the training. After this period, no claim will be considered.

#### **Article 11: Non-Solicitation Clause**

The client agrees not to solicit, hire, or enter into a direct contract, whether paid or unpaid, with any trainer or consultant provided by Doussou Formation for a period of twelve (12) months following the completion of the service, unless prior written consent is obtained. In case of breach of this clause, a penalty equivalent to six (6) months of full-time service will be owed by the client to Doussou Formation.