

GENERAL CONDITIONS OF SALE

/ Altran AG – Altran Education Services (V03.2013)

The current general conditions apply to all courses provided by Altran Education Services, in their premises or at external locations.

/ ORDER

By subscribing to the course, the customer agrees to have acknowledged the prior level required and also to have read and understood the general conditions of sales. All orders for participation in the course are in writing. All training orders suppose that the customer accepts the content of the training placement and agrees to comply with all pre-requisites. In collective courses, subscriptions are taken on a first come first served basis within the limit of the number of places on the course.

/ CONFIRMATION OF THE ORDER

All orders will be validated by our order reception service.

/ CANCELLATION OF A COURSE

Altran Education Services reserves the right to cancel a collective course in the case where there are an insufficient number of participants, without any resulting damages due to the customer. In this case the students are notified in advance during the week preceding the course and they will be proposed a postponement of their subscription to a subsequent session or to transfer their subscription to another Altran Education Services centre.

/ INVESTMENT

Tariffs are given net (Training is not subject to VAT). VAT 8 % will be applied to any charges for additional services which may be also provided by Altran. VAT 2.5 % will be applied to any charges for course supporting material.

/ PAYMENT CONDITIONS

The invoice is sent out at the end of the training course. Payment is due within 10 days of the reception of the invoice.

/ SUBSCRIPTION CANCELLATION

- All subscription cancellation must be provided in writing (a cancellation by telephone must be confirmed in writing).
- All cancellation received more than 10 working days before the course starting date will not be invoiced.
- All cancellations received between 6 and 10 working days before the course will be invoiced at 50 % of the total cost.
- All cancellations received within 5 working days of the course starting date will be invoiced at 100% of the total cost.
- Non-attendance at a course will be invoiced at 100% of the total cost.

A customer can propose an alternative participant as a replacement to the named attendee to follow a course already booked without incurring any addition charges. For the course based on advance assessment, the replacement is conditioned on positive assessment of the new participant.

/ SATISFACTION GUARANTEE

Altran Education Services commits to provide quality services. In the case of non-satisfaction, it is necessary to notify the learning centre administration or the trainer directly at the latest before the end of the 1st half-day of training (or end of the 1st training session for evening courses) to allow for improvement steps to be taken in the shortest time possible. In such case, it will be proposed to register for a different training or receiving reimbursement for the course.

/ CHANGES

Altran Education Services reserves the right to modify its tariffs. The brochure and the website www.altraneducation.ch are therefore not contractual.

/ PREREQUISITES

Altran Education Services cannot be held responsible in the case where the prerequisites mentioned in the course description are not respected. Participants take responsibility to be informed of and have the necessary level to follow a course.

/ TRAINING MATERIAL

If supporting documents exist for the course they will be charged for separately. Course documents provided to participants are destined only for their personal use and remain the intellectual property of Altran Education Services, or the respective editor. The client/participant will be held responsible for any violation of intellectual property.

/ RESPONSABILITIES

In no circumstances can Altran Education Services be held responsible for any prejudice caused directly or indirectly by its services.

/ JURISDICTION

Any litigation will be treated before the application tribunal. Place of jurisdiction: Lausanne