

R&R Learning

— TRAINING CENTER BY R&R Consulting EASA DOA.21J.749



GTC

GENERAL TERMS & CONDITIONS OF SALES

ETHICAL COMMITMENT

1.1. ARTICLE 1 - PURPOSE

The consulting and training missions carried out by R&R Consulting are aimed at assisting individuals seeking to develop skills in aeronautical regulations and certification. The assignments entrusted to R&R Consulting are governed by these general conditions, supplemented by the special conditions of the contract or by the provisions resulting from a simple exchange of letters.

1.2. ARTICLE 2 – APPLICATION OF GCS

The signing of the quotation or the start of R&R Consulting’s intervention implies the Client’s unreserved acceptance of these General Terms and Conditions of Sale, which he declares to have read, understood and accepted. No special or general conditions of purchase may, unless expressly agreed in writing by both parties, prevail over these GTC.

1.3. ARTICLE 3 – QUOTATION AND INVOICING

Once the Customer’s request has been defined, the service request is documented through a quotation, also referred to as a commercial offer, which is valid for two (2) months. The services are validated by acceptance of the estimate (mention “ Good for agreement “, date and signature) or by emission of a Purchase Order.

Any additional service not specified in the initial estimate will be subject to a new estimate submitted to the client for acceptance. The payment due will be settled as follows: 100% of the total amount will be paid to R&R Consulting by the client once the training has been completed.

The service can be provided by telecommuting, video conferencing or on site.

The service cannot be less than 3 consecutive hours.

1.4. ARTICLE 4 – PAYMENTS

The client agrees to make payments corresponding to the invoicing outlined in 1.3.

The client accepts a payment terms of 10 days end of month, upon receipt of the invoice.

In the case of a French “OPCO” used as an intermediate for the training : R&R Consulting reserves the right to issue intermediate invoices that must be paid upon receipt. Even if the client asks a parity organization to ensure the payment of the order, he remains responsible for the payment of the services that the organization

would refuse to pay in their entirety whatever the reason may be: insufficient funds, absenteeism, abandonment, departure from the company etc.

Payment of fees and expenses is made by bank transfer (IBAN FR76 1005 7190 8500 0207 6410 145). If the fees and expenses are not paid within one month, they will automatically and without prior notice bear interest at a rate equal to one and a half times the legal interest rate.

In the event of late payment, in accordance with Article L441-6 of the French Commercial Code, the Customer will be charged late payment penalties at the European Central Bank (ECB) semi-annual refinancing rate (Refi), in force on January 1 or July 1, increased by 10 points, calculated on the amount of all sums due, the late payment penalties will be accompanied by a fixed recovery indemnity of €40.

exclusive of tax (indemnity introduced by the simplification law of March 22, 2012). Any unpaid service will result in the immediate suspension of any other service. The latter may however be resumed following payment.

In the event of a rejected payment, the Service Provider reserves the right to charge the Customer for the bank charges for representation.

15. ARTICLE 5 – SUSPENSION AND CANCELLATION OF A SERVICE AND TRAINING

The client may suspend or terminate the mission of R&R Consulting by sending a registered letter with acknowledgement of receipt. In the event that the beneficiary withdraws before the start of the training program:

- More than 1 month before the beginning of the training: 50% of the cost of the training is due.
- Between 1 month and 2 weeks before the start of the course: 70% of the cost of the course is due.
- Less than 2 weeks before the start date of the training: 100% of the cost of the training is due.

The cost will not be eligible for reimbursement or coverage by the French "OPCO".

If the training is postponed at the client's initiative and the notice period is a maximum of 2 weeks before the scheduled date, a surcharge of 20% of the total price may be applied, plus any expenses incurred by the trainer upon presentation of receipts (for example, non-refundable travel expenses).

16. ARTICLE 6 - CLAIMS

Complaints may be directed to the management of the establishment or through the training manager. It must be made in writing via " Mail or post " to the following

address: learning@rr-consulting.aero / R&R Consulting, 244 Route de Seysses, 31100 Toulouse.

The request will be taken in charge and analyzed and an acknowledgement of receipt will be returned to the applicant within five working days following the reception. No anonymous requests will be processed. The analysis of the problem is then carried out and a return is made to the applicant within a maximum of eight days following the sending of the acknowledgement of receipt.

1.7. ARTICLE 7 - CONFIDENTIALITY

R&R Consulting's trainer is bound by an obligation of discretion concerning the information and documents that she or he has been given in confidence during the course of her or his mission.

1.8. ARTICLE 8 – PROPERTY

The Client Company does not acquire ownership of R&R Consulting's methods and tools used or developed in the course of the service. Consequently, the Client Company undertakes not to use R&R Consulting's methods and tools for any purpose other than that initially planned within the framework of the service.

1.9. ARTICLE 9 - RESPONSABILITIES

R&R Consulting is bound by an obligation of means and not of results. R&R Consulting shall not be liable for any financial, commercial or moral prejudice of any kind for any reason whatsoever following the execution of a service or training requested by the Client.

The Client waives the right to hold R&R Consulting liable for any damage to the files or any document entrusted to it. Therefore, the Client acknowledges and accepts without any reservation, to release R&R Consulting from any and all liability in the event that part or all of the data is altered or lost.

In any event, if R&R Consulting is held liable for direct damage, the amount of compensation paid by R&R Consulting shall not exceed the amount paid by the Client for the service or training.

1.10. ARTICLE 10 – GDPR

The information requested from the Client is necessary for the performance of the service and for communication purposes, and is based on a legitimate interest. This data is used by R&R Consulting's Training division.

In accordance with the Data Protection Act No. 78-17 of January 6, 1978 and its implementing decrees, and, in accordance with the General Data Protection Regulation, which came into force on May 25, 2018 the Customer has a right to access, rectify and delete personal data concerning him. Any request should be addressed to: R&R Consulting 244 Route de Seysses, 31100 Toulouse, or by email to: learning@rr-consulting.aero indicating name, first name and address and proof of identity. If you believe, after having contacted us, that your rights "Informatique et Libertés" are not respected, you can address a complaint to the French CNIL.

1.11. ARTICLE 11 – TRAINING AGREEMENT

A training agreement will be systematically established for any organization registering participants. A certificate of attendance will be provided at the end of the course.

Update date: 29/07/2025

As the General Terms and Conditions of Sale may be modified at any time, only the date of receipt of the signed quote will be accepted for the application of the present.

OUR ETHICAL COMMITMENT

1.11.1. PROFESSIONAL ETHICS

- 1.11.1.1. Article 1 - To carry out its activity by applying the general principles of professional ethics: respect for the human being, independence of judgment and action, honesty, neutrality, respect for professional confidentiality.

1.11.2. CUSTOMER RELATIONS

- 1.11.2.1. Article 2 - Analyze the needs, clearly specify the objective to be achieved and describe the process. Establish a contract prior to any action, clearly specifying the service and remuneration planned.
- 1.11.2.2. Article 3 - To commit to the limits of his/her skills and availability. To fully respect the commitments made.
- 1.11.2.3. Article 4 - To act in the common interest of the client and the beneficiaries of the actions, by implementing the necessary means to achieve the contracted objectives.
- 1.11.2.4. Article 5 - Use all its skills whatever the action, the client, the beneficiaries and the price.
- 1.11.2.5. Article 6 - Assume personal responsibility for serious breaches of contractual obligations.
- 1.11.2.6. Article 7 - Respecting the confidentiality of information concerning the client.

1.11.3. RELATIONS WITH THE BENEFICIARIES OF THE TRAINING

- 1.11.3.1. Article 8 - To inscribe its actions in an approach of development of the person.
- 1.11.3.2. Article 9 - Respect the personality of each person and refrain from any form of discrimination.
- 1.11.3.3. Article 10 - To guarantee to the beneficiaries of the actions the absolute confidentiality of their words or behavior, except if they present major risks.
- 1.11.3.4. Article 11 - To maintain correct, honest and neutral relations with the beneficiaries of the actions.
- 1.11.3.5. Article 12 - Refrain from any abuse of authority or power related to one's position and not subordinate one's clients' interests to one's own.
- 1.11.3.6. Article 13 - Do not overstep your role and avoid any psychological or therapeutic drift.
- 1.11.3.7. Article 14 - To refrain from proselytizing, sectarian approach and mental manipulation.

1.11.4. RELATIONS WITH THE PROFESSION

- 1.11.4.1. Article 15 - Contribute through its behavior and the quality of its actions to strengthen the image of the profession.
- 1.11.4.2. Article 16 - Know and apply the rules in force in your profession.
- 1.11.4.3. Article 17 - Refrain from any unfair competition or capture of a client introduced or approached by a colleague.
- 1.11.4.4. Article 18 - To promote awareness of and compliance with the principles of this Code of Ethics.

1.11.5. RESPECT FOR THE LAW

- 1.11.5.1. Article 19 - Be in good standing with respect to all legal and fiscal obligations.
- 1.11.5.2. Article 20 - Do not accept any illegal remuneration.
- 1.11.5.3. Article 21 - Cite sources and respect intellectual property.