

TERMS AND CONDITIONS

Designation

IQLS (Integrated Quality Laboratory Services, www.iqls.net) is a consulting agency that aims to promote and strengthen the activities of laboratories worldwide. Our goal is to improve human and animal health in emerging and developing countries, especially those affected by infectious diseases. We do this by providing strategic development advice, evaluation services, training as well as the practical implementation of laboratory networks.

IQLS provides training at its head office located at 207 rue Francis de Pressensé - 69100 Villeurbanne, France.

In the following paragraphs, it is agreed that the following should refer to:

- **Client:** any natural or legal person who registers or orders a training course with IQLS
- **T&C:** the Terms and Conditions, detailed below.

Purpose and scope

These T&C determine the conditions applicable to the training services provided by IQLS on behalf of a Client. Any training order from the company implies the Client's unreserved acceptance of these Terms and Conditions. These terms and conditions take precedence over any other document of the Client, particularly any general terms and conditions of purchase.

These T&C may be updated by IQLS at any time. The latest version is always available at the IQLS website www.iqls.net. These modifications cannot give rise to any right to compensation for the benefit of the Client.

Registration procedure and contractual documents

Any order expressly formulated by the registration form on the IQLS website is firm and final and entails the Client's full and complete acceptance of these T&Cs. The Client then undertakes to be present on the dates, places and times scheduled. The order must necessarily indicate the Client's contact details (surname, first name, address, company name if applicable) and the chosen training course (title, date). The registration is valid only when the payment of the training has been made in full via PayPal, by credit card or after receipt of the bank transfer.

For any registration, an acknowledgment of receipt is sent to the Client within less than 5 working days following receipt of the registration request. This acknowledgment of receipt does not constitute a confirmation of the training session.

The confirmation of the training session will be sent no later than 2 months before the starting date of the training. The Client will receive an invitation and all practical information relating to the training, including the exact times and the place of the training.

At the Client's request, a certificate of attendance or completion of the training, an invoice, as well as attendance sheets can be provided.

Prices and terms of payment

The prices of the training courses are indicated in euros including VAT (20% rate in France). Payment must be made during online registration. Payment can be made by credit card, PayPal or bank transfer.

The price of the training includes:

- 5 days of face-to-face training at the IQLS' premises
- Training materials in paper and digital format
- Lunches and coffee breaks provided on-site during the training

Catering costs and training materials included in the registration fees are an integral part of the service and cannot be deducted from the sale price.

Right of withdrawal

The Client has the right to withdraw after having registered for the training by contacting IQLS via the online form on the training webpage or by any other communication means stated in these T&C.

The withdrawal period is 14 days from the date of the Client's registration for the training. IQLS has 14 days to reimburse the Client who exercised his right of withdrawal.

Conditions for postponing and canceling a training session

The cancellation or postponement of a training session is possible, according to the following conditions:

IQLS reserves the right to cancel or postpone a training session, in particular due to the number of registrations below the minimum number of participants indicated on the IQLS website, and to inform the Client no later than 2 months before the start date of the training.

In the event of cancellation of the session, IQLS may offer Clients who have already registered to participate in another session or refund the full price paid.

The Client may request the cancellation of his/her participation in the training by contacting IQLS in writing. In the event of cancellation by the Client of his/her participation, the refund will be made according to the following terms:

- Cancellation at least 15 working days before the start date of the training: 50% refund of the amount of the service
- Cancellation less than 15 working days before the start date of the training: no refund is due to the Client

The Client may request the replacement of the participant, free of charge, up to 30 days before the start of the training. A written replacement request must be sent to IQLS and include the name and contact information of the substitute. It is then the Client's responsibility to check the adequacy of the participant's profile and objectives with those defined in the training program as well as whether the substitute has the necessary documents (passport, visa, etc.) allowing him to go to the training site.

In the event of non-performance of its obligations following a fortuitous event or a case of force majeure, IQLS cannot be held liable to its Clients. They will be informed by e-mail.

Training modalities

IQLS is free to use the pedagogical methods and tools of its choice, which fall within its sole competence.

For the quality of the training, a minimum and maximum number of participants are defined for each training. IQLS undertakes not to exceed the number provided.

If he deems it necessary, the instructor may modify the content of the training according to current events, group dynamics, or the level of the participants. The content of the programs on the presentation sheets is therefore provided for information purposes only.

Training participants are required to comply with the IQLS internal regulations. IQLS reserves the right, without compensation of any kind, to exclude at any time, any participant whose behavior hinders the smooth running of the training and/or seriously breaches the internal rules.

Intellectual Property and Copyright

Training materials, regardless of their form (paper, digital, electronic, etc.), are protected by intellectual property and copyright. Their reproduction, in whole or in part, may not be carried out without the express

consent of the company. The Client undertakes not to use, transmit or reproduce all or part of these documents to organize or lead training courses.

Information Technology and Civil Liberties

The personal information communicated by the Client to IQLS is useful for the processing of the registration as well as for the creation of a client file for commercial prospecting. In accordance with the French Data Protection Act of 6 January 1978, the Client has the right to access, rectify and oppose personal data concerning him/her.

IQLS undertakes to apply appropriate administrative, physical and technical measures to preserve the security, confidentiality and integrity of the Client's data. It shall refrain from disclosing the Client's data, except in the case of legal constraint.

If you have any questions, IQLS can be contacted via the online form on the www.iqls.net website or via the following means of communication:

- **Phone:** +33 6 19 64 74 15
- **Email:** training@iqls.net

Governing Law and Jurisdiction

These T&C are governed by French law. In the event of a dispute arising between IQLS and the Client, the search for an amicable solution will be preferred. Otherwise, the case will be brought before the courts of Lyon.