

GENERAL TERMS AND CONDITIONS OF SALE – Aeronautical Anti-Stress Center

1. Offer and Conclusion of Contract

This offer is valid for a period of 15 days from the date of dispatch. After this period, the offer shall be deemed null and void. Confirmation of your acceptance is to be made exclusively online, by returning a signed and initialed copy by email to: mail.antistress@airfrance.fr.

2. Right of Withdrawal

In accordance with Article L.121-16 of the French Consumer Code, you have a period of 14 calendar days from the day following the signing of the contract to exercise your right of withdrawal. The request may be made using the attached form, by regular mail, by registered letter with acknowledgment of receipt, or by email to the address indicated above.

3. Cancellation and Associated Fees

In the event of cancellation by the beneficiary prior to the start of the course:

- Cancellation between 1 month and 15 days before the course start date: Cancellation is possible without charge. No amount will be due.
- Cancellation between 15 days and 3 days before the course start date: 50% of the total course fee will be charged as cancellation fees. This amount corresponds to costs incurred for booking the flight simulator and mobilizing our trainers, as these resources can no longer be reassigned or canceled without cost within this period.
- Cancellation less than 3 days before the start of the course, or a no-show on the day of the course: 100% of the total course fee will be charged. This amount covers all incurred and irreversible costs related to the simulator booking and personnel mobilization.

4. Force Majeure

No cancellation fees will be applied in cases of force majeure, defined as an unforeseeable, irresistible, and external event affecting the beneficiary, duly justified. Supporting documentation must be provided within 5 days of the cancellation notice.

5. Applicable Law and Dispute Resolution

This contract is governed by French law. In the event of a dispute relating to the interpretation, performance, or consequences of the contract, the parties agree to seek an amicable solution within 15 days of notification of the dispute. Failing such an agreement, the dispute may be submitted to the competent consumer mediator: MTV Médiateur Transport et Voyages, BP 80 303, 75823 Paris Cedex 17. If mediation fails, the courts of Paris shall have exclusive jurisdiction.

6. Payment Terms – Deadlines – Late Payment Penalties

- **Payment Terms:** Payment for the course must be made exclusively by bank transfer. Payment is due no later than 15 days after receipt of



the registration confirmation and these general terms and conditions of sale. In the case of late registration (less than 15 days before the course date), payment must be made upon receipt of the invitation. Access to the course will not be permitted without prior payment.

- **Late Payment Penalties:** In accordance with Article L441-10 of the French Commercial Code, any late payment shall automatically, and without the need for formal notice, incur late payment penalties calculated at the interest rate applied by the European Central Bank (ECB) to its most recent refinancing operation, plus 10 percentage points. These penalties accrue from the day following the invoice due date until full payment of the amounts owed.

7. RGPD

Your personal data is processed in accordance with the [privacy policy](#) available on the website.

Online sales only: All subscriptions and communications are carried out electronically, at the address mail.antistress@airfrance.fr