

General Terms and Conditions

Lean Six Sigma Belgium is a professional training organization with its registered office at Congresstraat 37, 1000 Brussels. The organization offers both in-company and inter-company training throughout Belgium.

Purpose and Scope

These General Terms and Conditions set out the conditions applicable to the training services provided by Lean Six Sigma Belgium to its clients. Placing a training order with the organization implies the unconditional acceptance of these terms by the client. These terms take precedence over all other client documents, including general purchase conditions.

Quotations

For each training session, Lean Six Sigma Belgium provides a quotation to the client. The client must return a signed copy to confirm the order. Upon request, the organization can issue a certificate of attendance or completion.

Prices and Payment Terms

The prices of the training courses are indicated in euros, excluding VAT, and are subject to the applicable VAT rates. Payment must be made in advance, within 30 days of receiving the invoice, exclusively via bank transfer.

Conditions for Postponement and Cancellation of a Training Session

- Cancellation of a training session is possible if notified at least 10 working days before the scheduled date and time.
- Cancellations must be communicated via email to contact@leansixsigmabelgium.com.
- If cancellation occurs between 4 and 21 calendar days before the training date, a cancellation fee of 50% of the total training cost will be charged.
- If cancellation occurs less than 3 working days before the start of the training, a cancellation fee of 100% of the total training cost will be charged.

Request for Postponement of Participation in a Training Session

The client may request to postpone participation in a training session by submitting a written request at least 7 calendar days before the training date. For requests made less than 7 calendar days before the session, a fixed fee of € 95 (excluding VAT) per day will be charged to cover costs related to the training location.

If fewer than 4 participants are registered for a group training session, Lean Six Sigma Belgium reserves the right to postpone or cancel the session. If the client chooses not to wait for a new session, the training fee will be refunded.

In case of non-fulfillment of obligations due to unforeseen circumstances or force majeure, Lean Six Sigma Belgium cannot be held liable. Clients will be informed in due time via email.

Intellectual Property and Copyright

All training materials, regardless of their form are protected by intellectual property and copyright laws. Any partial or full reproduction of these materials is prohibited without the express permission of the organization.

The client agrees not to use, share, or reproduce any part of these materials, even partially or in an adapted form, in any format or medium, without prior written consent from Lean Six Sigma Belgium.

In case of a breach of this clause, the client shall be liable for a minimum fixed penalty of €150,000.00, without prejudice to Lean Six Sigma Belgium's right to claim higher compensation.

Data Protection and Privacy

Personal data provided by the client to Lean Six Sigma Belgium is necessary for processing registrations and maintaining a client database. The client has the right to access, rectify, and object to the processing of their personal data.

Applicable Law and Competent Court

These General Terms and Conditions are governed by Belgian law. In the event of a dispute between Lean Six Sigma Belgium and the client, priority will be given to an amicable settlement. If no agreement is reached, the dispute will be submitted to the courts of Brussels.