



Preamble. These rules apply to any person enrolled in a training course, a tutorial, or a private consulting service provided by Bignova Learning. Enrollment constitutes full and unconditional acceptance of these rules.

Article 1 — Registration and registration fees

- Registration fees are due upon registration and are non-refundable under any circumstances.
- Registration becomes final only once the registration fee and, where applicable, the first installment have been paid.

Article 2 — Attendance and punctuality

- The learner undertakes to attend all sessions regularly and on time.
- Three (3) absences result in exclusion from the group. Where these absences are not justified by a valid reason, Bignova reserves the right to refuse the learner's placement in another group.
- An absence of more than 15 days without resuming or providing justification is treated as a withdrawal (see Article 5).

Article 3 — Hybrid courses

- Some courses are delivered in a hybrid format. Attendance at each session — in person or online — is mandatory for all learners, without exception.

Article 4 — Installment payments

- Where payment is made in installments, each installment must be paid by the agreed due date.
- An unjustified late payment occurring more than once may result in exclusion from the group.

Article 5 — Refunds

- Before the course begins: full refund, excluding registration fees (non-refundable).
- After the course begins, within the first 2 sessions: partial refund. Sessions already attended are charged at the "private lesson" rate, and the balance is refunded (registration fees not refunded).
- Beyond 2 sessions, in the event of withdrawal without justification, or an unjustified absence of more than 15 days: no refund.
- In the event of exclusion for misconduct (Article 6): no refund.

Article 6 — Conduct and respect

- The learner must respect trainers, teachers, administrative staff and other learners.
- Any lack of respect towards a trainer or teacher results in expulsion from the course, without refund.
- Respect for equipment and premises is required; any intentional damage is charged to the

person responsible.

Article 7 – Complaints and feedback

- Any criticism or complaint outside the teaching context of the session (a teacher's level, quality of equipment, comfort of the rooms, organization, etc.) must be addressed exclusively to the administration, and not expressed during the session or directly to the trainer.
- The administration reviews each complaint within a reasonable time.

Article 8 – Purchased tutorials

- Access to a tutorial is personal and non-transferable: it may not be shared, lent, resold or assigned.
- Tutorials are digital content: once access is opened (content unlocked, viewed or downloaded), the purchase is final and non-refundable.
- Any reproduction, capture, distribution or resale of the content is prohibited and engages the responsibility of its author (intellectual property of Bignova Learning – Article 10).
- The tutorial's access duration is specified at the time of purchase.

Article 9 – Private consulting

- Consulting sessions are booked and paid for in advance.
- Cancellation or rescheduling: possible free of charge up to 24 hours before the session; after this deadline, the session is payable.
- Any lateness by the client is deducted from the session time, which is not extended.
- Exchanges and shared documents are confidential on both sides.
- The recommendations provided constitute professional advice and carry no guarantee of results.
- Respect for the consultant is required under the same conditions as Article 6.

Article 10 – Intellectual property

- Course materials, teaching content, tutorials and methods remain the exclusive property of Bignova Learning and may not be reproduced, recorded or distributed without written authorization.

Article 11 – Image rights and personal data

- Bignova may take photos or videos during courses; the learner authorizes their use for educational and communication purposes.
- Learners' personal data is processed confidentially and used solely for the purpose of course follow-up.

Article 12 – Course certificate

- The course certificate is issued to any person who has complied with these rules and successfully passed the final course test.

Article 13 – Acceptance and amendment

- Enrollment in any Bignova Learning course, tutorial or service constitutes full and unconditional acceptance of these rules.

- Bignova Learning reserves the right to amend these rules; learners are informed thereof.



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