Specific Terms and Conditions for Busch Group Academy France Training Services

(Version 09/24/2026)

Busch Group Academy France is the training center of Pfeiffer Vacuum SAS, a Qualiopi-certified training provider.

These specific terms and conditions of Busch Group Academy France supplement the General Terms and Conditions of Sale of Pfeiffer Vacuum SAS, which the applicant (hereinafter referred to as the "Client") acknowledges having read and accepted. They apply to all inter-company and in-company training courses (hereinafter referred to as the "Training") organized by Busch Group Academy France (hereinafter referred to as the "Provider").

The Training courses covered by these Terms and Conditions are Qualiopi-certified and delivered by Busch Group Academy France, the training department of Pfeiffer Vacuum SAS, registered as a training organization under registration number 87112-2, and may fall within the scope of continuing professional education in accordance with French Law No. 71-575 of July 16, 1971.

Before the Training Session

Any registration for a Training course must be confirmed by email to **TRAINING@pfeiffer-vacuum.com**, accompanied by the quotation duly approved by the Client (signature and company stamp).

Clients issuing purchase orders must notify Busch Group Academy France at the time of registration and provide a copy of the purchase order at least three (3) weeks before the start of the Training.

Upon request, Pfeiffer will provide a professional training agreement.

Where Training costs are fully or partially funded by a training funding organization (hereinafter referred to as the **"Funding Organization"**), it is the Client's responsibility to apply for funding prior to registration. The Funding Organization's contact details must be provided at the time of registration. In the event of partial funding, the Client shall pay the remaining Training fees. In all cases, if payment authorization from the Funding Organization is not received by Pfeiffer, the Client shall remain liable for the full cost of the Training.

Upon completion of the Training, Pfeiffer shall issue an invoice to the Client or, where applicable, directly to the Funding Organization.

The Client will first receive a registration confirmation for the participant(s) (hereinafter referred to as the **"Trainee"**). Upon request, this confirmation may include a list of hotels selected by Pfeiffer. No later than ten (10) working days before the start of the Training session, the Client will receive a formal invitation confirming the timetable, venue, and agenda of the Training.

Fees

Prices are stated exclusive of VAT and shall be increased by the VAT rate applicable on the invoice date.

Training fees are charged on a lump-sum basis and include the Training course or seminar, together with any training materials provided, whether in printed or digital format.

Accommodation expenses for Trainees are the responsibility of the Client or the Trainee, unless otherwise specified under Busch Group conditions.

Lunches and refreshment breaks are included in the Training fee.

If a Trainee has a disability, please contact our Disability Coordinator to assess the feasibility of the training project: **anne.guinault@pfeiffer-vacuum.com**.

Cancellation by the Client or the Trainee

If the Client wishes to cancel or if a Trainee is unavailable on the scheduled dates, Busch Group Academy France must be notified in writing (letter or email) at least twenty (20) working days before the start of the Training.

Before the start of the Training, the Client may replace the unavailable Trainee with another person having an equivalent profile and training needs, provided Busch Group Academy France is informed in writing beforehand.

In the event of cancellation less than twenty (20) working days before the start of the Training, 30% of the Training fee shall be payable as a fixed cancellation charge, including where funding was initially planned through a Funding Organization. This amount may not be treated as a deductible professional training expense.

In the event of cancellation less than five (5) working days before the start of the Training, the cancellation charge shall increase to 60% of the Training fee.

Any cancellation occurring on the first day of the Training, any unjustified absence, or any Training course that has already commenced shall result in the full Training fee being invoiced as compensation.

Interruption of Training

In the event of premature termination of the Training by Pfeiffer, or withdrawal by the Trainee for any reason other than duly recognized force majeure, the contract shall be terminated under the following financial conditions:

- Premature termination by Pfeiffer: Pfeiffer may offer alternative dates for the continuation of the Training. If none of the proposed dates are acceptable to the Client or the Trainee, Pfeiffer shall invoice only the services already provided.

- Withdrawal by the Client or the Trainee: The full amount of the Training fees shall remain payable. If the Trainee is prevented from attending the Training due to duly recognized force majeure, the professional training agreement shall be terminated. In such a case, only the services actually delivered shall be payable, calculated proportionally to their contractual value.

Cancellation or Postponement by Pfeiffer

Training sessions are confirmed subject to a minimum of four (4) registered Trainees. However, Pfeiffer reserves the right to postpone or cancel a session. No compensation shall be payable to the Client as a result of any postponement or cancellation initiated by Pfeiffer.

If Pfeiffer Vacuum cancels or postpones a Training course for a legitimate reason, including force majeure, the unforeseen unavailability of the trainer, or any emergency situation preventing the Training from taking place, the Client shall not incur any costs related to the cancelled Training.

Upon presentation of the corresponding supporting documents, only non-refundable travel and accommodation expenses incurred by the Client for the **first day** (transportation, lodging, or other expenses directly related to participation in the Training) will be eligible for a credit note. It is the trainee's responsibility to book flexible and cancellable travel tickets and hotel stays. This credit note may be used for any Pfeiffer Vacuum training service for a period of twelve (12) months from its date of issuance

After the Training Session

The attendance certificate and invoice shall be sent to the Client after completion of the Training. If the Client has obtained funding through a Funding Organization, these documents shall also be sent to that organization.

Payment of the Training fee must be made within thirty (30) calendar days from the date of issue of the final invoice issued at the end of the Training.

Where payment is made by a Funding Organization, it remains the Client's responsibility to ensure that payment is effectively received by Pfeiffer.

Intellectual Property

The Trainee, for whom the employing company acts as guarantor, formally undertakes to use the training materials solely for personal professional purposes.

The Trainee shall comply with, and undertake to ensure compliance with, all copyright protections provided under applicable intellectual property laws. Under no circumstances may the Training materials be reproduced, distributed, or communicated to any third party by any technical means whatsoever, whether free of charge or for consideration.

The Client guarantees to Pfeiffer that all employees and representatives will comply with this provision.

Quality

Pfeiffer Vacuum SAS is a professional training organization certified under **Qualiopi** and **ISO 9001:2015**.

For any questions or to report a quality-related issue, the Client may contact: **training@pfeiffer-vacuum.com**

Personal Data Protection

Pfeiffer Vacuum SAS complies with all applicable personal data protection regulations.

Pfeiffer invites Clients to review its privacy policy at the dedicated webpage. The Client may consult Pfeiffer's data protection policy and exercise their rights through the relevant sections of the website.

When organizing a Training course, Pfeiffer collects personal data strictly for the purposes of registration, delivery, administration, and follow-up of the Training. Such data will be retained for a period of ten (10) years and then securely deleted.

In accordance with applicable personal data protection laws, the Trainee has the right to access, rectify, restrict processing of, object to, and where applicable, request portability of their personal data by contacting:

Pfeiffer Vacuum SAS – Data Protection Officer
98 avenue de Brogny, BP 2069
74009 Annecy Cedex, France

or by email at: **datenschutz@gdsm.de**.