

GENERAL TERMS AND CONDITIONS OF SALE
(as of 1 September 2025)

Preamble

The company Riviera University® SAS is a private higher education institution registered with the Ministry of National Education under UAI number 0062220F.

Article 1 - Scope

These General Terms and Conditions of Sale (the "GTC") are entered into between Riviera University® SAS (the "School") and any individual or legal entity purchasing training services (the "Client"). The Registration Form constitutes a private agreement between the School and the self-funding Client. These GTC supplement Article L444-8 of the French Education Code, which shall prevail in the event of conflict.

Article 2 - Application and Registration

The School shall provide the Client with a Registration Form. The Client shall return a signed copy with all supporting documentation

Article 3 - Acceptance

The School shall issue a letter of offer detailing conditions including scholarship if any, fees details and starting date after review and acceptance of the candidate application. The return of the letter of offer signed together with the first instalment constitutes unconditional acceptance of these GTC by the Client.

Article 4 - Registration Deadlines

After the commencement date of the training, the Client must join the session except in exceptional circumstances.

Article 5 - Postponement

If participant numbers are insufficient, the School reserves the right to postpone the training no later than one week prior to the scheduled start date. The Client may request postponement by informing the Campus Director. Fees paid shall be retained for the subsequent session.

Article 6 - Cooling-Off Period

The Client has a fourteen (14) day cooling-off period from the date of signing the offer letter. Withdrawal must be notified by registered letter. Refunds shall be processed within thirty (30) days.

Article 7 – Fees and Payment

All fees are stated in euros exclusive of taxes. Bank charges shall be borne by the Client. Travel and meals for study trips are not included unless otherwise specified. The School may forbid access in case of late payment. Certification is issued only upon completion of the full programme.

Article 8 – Early Termination

Registration becomes firm upon receipt of signed documents and reservation fees. Cancellations made at least fifteen (15) working days prior to the start date qualify for a seventy per cent (70%) refund of reservation fees. Late cancellations, exclusions, or non-attendance may result in full fees being due.

Article 9 – Programme Changes and evolution

9.1 The School reserves the right to change instructors of a program and schedules if necessary..

9.2 Due to the constant technological evolution, the programmes and modules content may change on a regular basis in order to be adjusted to any new disruptive technology or to the latest business concepts validated in the corporate world

9.3 In order to comply with any change in the academic rules or procedures for each programme level, the School shall change the order of the syllabus and modules taught if deemed necessary.

Article 10 – Force Majeure

The School shall not be liable for failure due to events beyond reasonable control including illness, strikes, natural disasters, regulatory changes, or transport disruptions.

Article 11 – Intellectual Property

All training materials remain the exclusive property of the School and may not be reproduced or used without prior written consent.

Article 12 – Data Protection

Personal data shall be processed in accordance with applicable data protection legislation including GDPR. The Client may exercise rights of access, rectification, and erasure by contacting the School.

Article 13 – Liability

The School shall not be liable for indirect or consequential loss. Liability for direct loss shall be limited to the total amount of the training fees (excluding VAT).

Article 14 – Governing Law

These GTC shall be governed by and construed in accordance with French law.

Article 15 – Jurisdiction

Any dispute shall fall within the exclusive jurisdiction of the Commercial Court of Nice. The School reserves the right to update these GTC at any time.

RIVIERA UNIVERSITY COMPLAINT POLICY AND PROCESS

1. Purpose

The purpose of this Complaint Policy is to provide a clear, fair, and transparent process for students, staff, and other stakeholders to raise concerns or complaints related to their interaction with Riviera University. The university is committed to addressing complaints promptly and effectively to maintain a positive and respectful academic environment.

2. Scope

This policy applies to all complaints related to academic matters, administrative services, staff conduct, facilities, and any other aspect of the university's operations.

3. Principles

- **Accessibility:** The complaint process is open to all students, staff, and stakeholders.
- **Confidentiality:** Complaints will be handled with strict confidentiality to protect the privacy of all parties.
- **Impartiality:** All complaints will be investigated fairly and without bias.
- **Timeliness:** Complaints will be acknowledged and resolved as quickly as possible.
- **Transparency:** Complainants will be kept informed about the progress and outcome of their complaint.

4. Definitions

- **Complaint:** An expression of dissatisfaction about a service, decision, or behavior.
- **Complainant:** The person making the complaint.
- **Respondent:** The person or department the complaint is about.

5. Complaint Process

Step 1: Informal Resolution

- Complainants are encouraged to first raise their concerns informally with the relevant staff member, department, or service area by sending an email to the directly concerned person
- Many issues can be resolved quickly and amicably at this stage.

Step 2: Formal Complaint Submission

- If the issue is not resolved informally, a formal complaint can be submitted in writing.
- Complaints should be submitted via email and addressed to the “Complaints Department” at admin@riviera-university.fr
- The complaint should include:
 - Complainant’s name and contact details
 - Date and description of the issue
 - Steps already taken to resolve the issue
 - Desired outcome or resolution

Step 3: Acknowledgment

- The Complaints Officer will acknowledge receipt of the complaint within 5 working days.
- An initial assessment will be made to determine the appropriate course of action.

Step 4: Investigation

- The complaint will be investigated thoroughly, which may include interviews, document reviews, and consultation with relevant parties.
- The investigation will be conducted impartially and confidentially.

Step 5: Outcome and Resolution

- The Complaints Officer will provide a written response within 20 working days of acknowledgment.
- The response will include findings, any actions to be taken, and options for further appeal if applicable.

Step 6: Appeal

- If the complainant is not satisfied with the outcome, they may appeal in writing within 10 working days.
- Appeals will be reviewed by a senior university official or an independent panel.
- The decision on the appeal will be final and communicated in writing.

6. Record Keeping

- All complaints and related documents will be securely stored for a minimum of 5 years.
- Data will be handled in accordance with the law “informatique et libertés” overseen by the CNIL and the RGPD and the data protection policies.

7. Support and Assistance

- Complainants may seek support from student services, staff representatives, or external advisory bodies during the complaint process.

8. Review of Policy

- This policy will be reviewed every two years or as necessary to ensure effectiveness and compliance with legal requirements.