



# General Terms & Conditions of Sales

## 1. Contract terms

Please read these **General Terms and Conditions of Sale** carefully before using this website to pay application and tuition fees («Fees») or to require, «Savings» or, «Grants».

By registering on this website for one or more training services and selecting and validating a payment method during registration, the Trainee **acknowledges having read these General Terms and Conditions of Sale and unconditionally accepts them.**

The Trainee acknowledges that **their agreement to these General Terms and Conditions does not require a handwritten signature**, as they wish to purchase services online.

As the service involves **the provision of digital content that is not systematically downloadable and not supplied on a physical medium**, the Trainee **waives their right of withdrawal** for distance selling once the training service is made available.

**Eu2P reserves the right to modify these Terms and Conditions at any time without prior notice** by publishing a new version on the training website.

The **applicable Terms and Conditions are those in effect on the date of payment (or the first payment** in the case of multiple payments)

**By paying Fees or by requiring for Savings or Grants using this website you confirm either:**

➤ that you are doing so in your personal capacity and that you accept that these terms and conditions will apply

Or

➤ where you are paying Fees or requiring for Savings or Grants in the name of another individual, a partnership, company or other legal entity, that you have the right and authority to do so and to accept these terms and conditions on behalf of such individual, partnership, company or other legal entity.

## **2. Admission to the Eu2P Master programme**

To be able to participate in the Eu2P Master programme, the Trainee must first apply to Eu2P through the on-line Eu2P application tool MyEu2P.

Eu2P issues a call for application every year on a date decided by the Executive Board and prepared in cooperation with all Eu2P Academic Partners. Such Executive Board annually determines the detailed content of the call for application.

The call for application is published on the Eu2P website.

**The call for application indicates:**

- The programme
- The application and tuition fees
- The admission requirements
- The criteria for selection
- The modalities for application
- The grant application process.

### **2.1. Common selection criteria for the Eu2P Master Trainees**

**The following criteria are used in the selection of Trainees:**

- Proficiency in English language
- Computer literacy ability
- A strongly convincing letter of motivation to participate in the Eu2P Master.

### **2.2. Additional selection criteria for entry on the first year of the Master**

The minimum additional admission criteria for the Eu2P Master (in two years) are:

- For students: Bachelors' degree (180 ECTS credits) or equivalent in Health or Life sciences
- For professionals: Bachelors' degree (180 ECTS credits) or equivalent in Health or Life sciences

Additional selection criteria for direct entry on the second year of the Master

**The minimum additional admission criteria for entry in the second year of the Eu2P Master are:**

- Master Year 1 level (240 ECTS credits) or equivalent in Health or Life sciences including credits in basic pharmacology and basic epidemiology and basic in statistics or
- For professionals: Bachelors' degree (180 ECTS credits) or equivalent in and three years relevant professional experience.

### **2.3. Selection procedure for the Eu2P Master**

The Eu2P Examination Board selects participants among those candidates who send in or upload a complete and correct application, as defined in the call for application.

The members of the Examination Board sit together no later than mid-July of each year. Parts of the selection process can be done via e-mail or videoconference.

**After the evaluation of each candidate according to the above criteria, the Examination Board ranks Eu2P applicants as follows:**

- Eligible list: applicant eligible for immediate registration.
- Waiting list: applicant could be eligible, provided that some «Eligible list» applications are cancelled.
- Non-eligible list: the application data are not approved for registration.

With due respect for the privacy laws, applicants receive an official and individual communication of the selection.

### **3. Admission to the Eu2P Certificate programme**

To be able to participate in a Eu2P Certificate training, the Trainee must first apply to Eu2P through the on-line Eu2P application tool MyEu2P.

Eu2P issues a call for application three times a year according to a specific calendar decided by the Executive Board and prepared in cooperation with all Eu2P Academic Partners. Such Executive Board annually determines the detailed content of the call for application.

The call for application is published on the Eu2P website.

**The call for application indicates:**

- The training programme
- The application and tuition fees
- The admission requirements
- The criteria for selection
- The modalities for application.

#### **3.1. Common selection criteria for Eu2P Certificate programme Trainees**

**The following criteria are used in the selection of Trainees:**

- Proficiency in English language.
- Computer literacy ability.
- Depending on the Module Certificate pre-requisites: compliance with a prior university degree level, a relevant professional experience or the prior and successful completion of a given Eu2P Certificate.
- A personal letter of motivation to participate in the Eu2P Certificate.

#### **3.2. Selection procedure for the Eu2P Certificate programme**

Each relevant Eu2P Domain Board selects participants among those candidates who send in or upload a complete and correct application, as defined in the call for application.

The members of each Domain Board sit together following each application session closure, early enough to allow for timely notification of final decision before courses start. Parts of the selection process can be done via e-mail or videoconference.

**After the evaluation of each candidate according to the above criteria, the relevant Domain Board ranks Eu2P applicants as follows:**

- Eligible list: applicant eligible for immediate registration.
- Waiting list: applicant could be eligible, provided that some «Eligible list» applications are cancelled.
- Non-eligible list: the application data are not approved for registration.

With due respect for the privacy laws, applicants will receive an official and individual communication of the selection results.

## **4. Master and Certificates programme registration**

Once the Trainee is warned about his/her selection status by e-mail, s/he must confirm his/her registration whatever the training s/he has applied to.

- If you are eligible: you need to confirm your registration before a deadline notified by the Eu2P Central Office and to pay for tuition fees or to consent to receive a grant to validate your registration.
- If you are on waiting list: you need to confirm your position on the waiting list.
- If you are non-eligible: you can contact the Eu2P Central Office for explanations..

## **5. Grants**

Eu2P offers partial Master Grants based on appraisal of the applicant's academic merit and applicant's research interest.

There are no grants for Certificate trainees.

The Eu2P consortium intends to propose grants to some of the Master candidates irrespective of their European or International status.

It is your responsibility to ensure that all your grant application is complete and accurate to apply for Grant. You are directly notified on your Eu2P personal account that you are entitled to benefit from a Grant.

Grant cannot be applied retrospectively. If you register at full Fees and then find out you might be entitled to a Grant, Eu2P will be unable to adjust the fee.

**The selection and the ranking of applicants within Eu2P are undertaken by the Executive Board on both:**

- Merit-based grounds: the grant awards take into account the applicant's academic abilities.
- Research interest-based grounds: the grant awards take into account the purpose of the applicant's research interest.

**When applying to a grant the applicant is asked about the following:**

- Give the reasons for applying to a grant;
- Provide evidence of academic background;
- Provide a brief statement regarding her/his research experience;
- Provide a short statement of her/his research interests and project;
- Indicate any previous received grant for any postgraduate study;
- Inform about special circumstances.

**Grant application is judged as follows:**

- 25% Academic transcripts
- 25% Research interest
- 25% Research experience
- 25% Reasons for applying

Each section is graded onto 5 to get a final mark onto 20.

All grant applications are ranked by using the final mark of each applicant.

## **6. Registration to the Eu2P Short courses programme**

The Trainee can register to one or several Short Courses anytime during the academic year.

The Trainee selects the Short Course(s), s/he is interested in, by browsing the Short Courses catalogue.

**Once satisfied with his/her choice:**

- S/he confirms the course selection.
- S/he logs in with his/her «My Eu2P» account (create one if needed) to provide billing information.
- S/he pays the tuitions fees online or by bank transfer, cheque and get his/her invoice.
- S/he receives his/her Eu2P platform credentials to access the Short Courses.

Short Course registration entitles the Trainee to study online for a period of one year or until certification attempt.

**Each Trainee is subject to:**

- the Eu2P Terms of Sales.
- the Eu2P e-learning platform Terms of Use.
- the Eu2P Privacy and Security policies.

## **7. Payment and refund of fees**

The Trainee must pay all Fees when Eu2P asks him/her. Fees are payable in accordance with invoices issued by Eu2P.

Training fees are available at all times on <https://eu2p.org> and registration is done online at <https://eu2p.org>

Eu2P reserves the right to change training prices at any time without giving you any notice. The applicable fees are those in effect on the date of payment (or the first payment in the case of two or three payments).

The fees cannot be paid in more than three payments. When paying through two or three instalments, each instalment has to be an equal payment.

These prices are indicated All Taxes Included (TTC) in accordance with Article 261-4-4° of the French General Tax Code (CGI), which states that services and the supply of goods closely related to them, provided as part of higher education in public institutions, are exempt from Value Added Tax (VAT).

It is the Trainee's responsibility to ensure that the application and registration forms are complete and accurate.

**In accordance with current regulations, the Trainee must complete several steps to finalize the contract electronically in English:**

1. Information on the **essential characteristics** of the product.
2. **Selection** of the product.
3. **Validation** of the order.
4. **Trainee authentication** (if applicable, account creation).
5. **Entering personal details**.
6. **Reviewing** and correcting order details if necessary.
7. **Acceptance of the T&Cs**.
8. **Payment**, which finalizes the contract.

The Trainee will receive an automatic acknowledgement e-mail following completion of any payment of Fees using this website, enclosing the invoice and the applicable Terms of Sales.

The details of the order, as well as the invoices, are immediately available in the "My Trainings" or "My Current Applications" section of my Eu2P (authentication required). **This information may be used as proof of the contract.**

The **right of withdrawal does not apply** to the purchase of courses or online training (you waive your right of withdrawal for digital content provided on an intangible medium, the execution of which has begun with your consent).

Unless the Eu2P Executive Boards says otherwise, Eu2P does not refund Fees or any part of them. The Eu2P Executive Board may however consider exceptional circumstances related to the trainee's situation to envisage a partial or total refund of the Fees.

Technical difficulties and poor Internet connection will not be considered as “exceptional circumstances” that may be taken into account by the Eu2P Executive Board to envisage refund of the Fees.

## 8. Requirement of savings

**Eu2P offers three types of Savings**

- Eu2P reward programme
- Eu2P promotional saving
- Eu2P partnership saving

### 8.1. The reward programme

Eu2P gives you reward points each time you register to any Eu2P training programmes (Master, Certificate and Short Course: one point amounts to one euro.

You can redeem these points and get savings on next course tuition fees, only for Certificates and Master. The reward programme does not entitle to savings on Shorts courses tuition fees.

### 8.2. The promotional programme

On some specific occasions that will be displayed on the Eu2P website, Eu2P may decide to offer some promotions on specific registration fees.

Full details will then be given on the necessary steps to undertake, calendar and training programmes benefiting from such promotions.

### 8.3. The partnership programme

**The employees of institutions that are the Eu2P Associated Partners at the time of the registration benefit from the following advantages:**

- Discount on the regular Short Courses tuition fees
  - ☑ **The discount is fixed at 40% on the relevant Short Course tuition fee**
- Discount on the regular Certificate tuition fees
  - ☑ **The discount is fixed at 30% on the relevant Certificate tuition fee**
- Discount on the regular Master tuition fees
  - ☑ **The discount is fixed at 20% on the relevant Master tuition fee**

**The Trainees enrolled locally and for the same academic year at any of the Eu2P Academic Partners benefit from the following advantages:**

- Discount on the regular Short Courses tuition fees
  - ☑ **The discount is fixed at 40% on the relevant Short Course tuition fee**
- Discount on the regular Certificate tuition fees
  - ☑ **The discount is fixed at 30% on the relevant Certificate tuition fee**

- Discount on the regular Master tuition fees
  - ☑ **The discount is fixed at 20% on the relevant Master tuition fee.**

**The Trainees currently employed by or members of the Eu2P Course Provider Partners benefit from the following advantages:**

- Discount on the regular Short Courses tuition fees
  - ☑ **The discount is fixed at 40% on the relevant Short Course tuition fee**
- Discount on the regular Certificate tuition fees
  - ☑ **The discount is fixed at 30% on the relevant Certificate tuition fee**
- Discount on the regular Master tuition fees
  - ☑ **The discount is fixed at 20% on the relevant Master tuition fee.**

It is the Trainee's responsibility to ensure that the application and registration forms are complete and accurate to require for Savings. The Trainee will be directly notified on his/her Eu2P personal account that s/he is entitled to benefit from Savings using this website.

Savings cannot be applied retrospectively. If the Trainee registers at full Fees and then find out s/he might be entitled to a saving, Eu2P will be unable to adjust the Fees.

## **9. Payment methods**

**The accepted payment methods are as follows:**

Eu2P outsources online payments with PayBox Services by Verifone. Online payment can be made by 3D secure Visa and Mastercard in Euros. Please contact PayBox for further information ([www.paybox.com](http://www.paybox.com)).

The transmitted information is **encrypted according to industry standards** and cannot be read during transmission over the network. The protocol used is **SSL (Secure Sockets Layer)**.

Once the payment is initiated by the Trainee, the transaction is **immediately debited after verification of the details**.

In accordance with the provisions of the French Monetary and Financial Code, the commitment to pay by credit card is **irrevocable**.

By providing their banking information during the purchase, the Trainee **authorizes the seller to debit their card for the amount specified**. The Trainee confirms that they are **the legal holder of the card** being debited and that they are **legally entitled to use it**.

In the event of an **error or the inability to debit the card**, the sale is automatically **cancelled** and the order is **annulled**.

Fees can also be paid by bank transfer, with the form provided by the Eu2P Central Office. If the Trainee is eligible for a training, s/he needs to confirm your registration before a deadline notified by the Eu2P Central Office.



Once his/her registration confirmed, the Eu2P Central Office send the Trainee by e-mail an invoice and a bank transfer form to pay for tuition fees. This is his/her responsibility to proceed to the bank transfer to the Eu2P Central Office at [eu2p.office@eu2p.org](mailto:eu2p.office@eu2p.org).

Whether by credit card or bank transfer, payment of the Master Fees is due at the latest fifteen working days before the beginning of the training.

Eu2P also offers the possibility to pay the Master tuition fees in two or three instalments. The trainee needs then to fill in and sign the form provided by the Eu2P Central Office. In such case, payment dates will need to abide by the deadlines indicated on the form, but in any case, the first instalment is due at the latest fifteen working days before the beginning of the training.

Whether by credit card or bank transfer, payment of the Certificates Fees is due at the latest five working days before the beginning of the training.

Whether by credit card or bank transfer, payment of the Short Courses Fees is due before the registration to the training.

**Eu2P reserves the right to cancel any registration from a Trainee who has an outstanding dispute related to the payment of a previous invoice.**

## **10. Cancellation / Dropping out**

### **10.1. Cancellation of registration by the Trainee**

Trainees may cancel their registration to a Eu2P training programme, at any time prior to the relevant training start, by notifying Eu2P by email or post mail. Applicants will be entitled to a refund if they notify Eu2P of such cancellation at the latest fifteen working days before first day of the Master training delivery, and at the latest five working days before the first day of Certificates training delivery. There is no possible cancellation of Short Courses registration once the credentials of the Eu2P e-learning platform have been sent.

### **10.2. Dropping out**

In case the Trainee drops out of any of training offers during the training session while payment of fees by instalment had been secured, all remaining tuition fees instalments will nonetheless be due. The Eu2P Executive Board may however consider exceptional circumstances related to the Trainee's situation to envisage waiving the partial or total outstanding payments.

In case of re-enrolment, the Trainee will have to pay fees for this new Module enrolment at the student rate. Additionally, and for the Master programme, in case of re-enrolment, the Trainee will have to pay specific fees relating to the Research project academic supervision and organisation.

### 10.3. Cancellation of a training by Eu2P

Eu2P reserves the right to alter the agenda of any training due to circumstances beyond its control without being obliged to refund Trainees.

Occasionally, training can be cancelled or postponed by the trainers. In these circumstances applicants will be entitled to attend the rescheduled training (subject to availability). Eu2P will use reasonable endeavours to notify Trainees of the cancellation or postponement of training. However, Eu2P does not guarantee that Trainees will be informed of such cancellation before the date of the training.

In case the training cancellation terms differ from stated above, this will be made clear prior to booking.

## 11. Intellectual property

The Trainee **has no intellectual property rights** over either the **training presentation Eu2P website** or the **content of the Eu2P elp platform** and therefore **may not transmit, reproduce, or redistribute them**.

All content, regardless of its format, is protected by applicable intellectual property laws.

This documentation may not, in any way, be reproduced, represented, lent, exchanged, transferred, extracted (in whole or in part), modified, adapted, arranged, or transformed without the prior explicit consent of Eu2P, which can be requested via email at [eu2p.office@eu2p.org](mailto:eu2p.office@eu2p.org)

Only a **personal right of use** is granted to the user designated by the Trainee, **excluding any transfer of ownership rights**.

As such, the user of the **Eu2P elp Platform**, and more broadly the Trainee, **is strictly prohibited from using the provided documentation for commercial purposes, whether directly or indirectly**.

The training modules of the **Eu2P elp** come with a **non-exclusive, personal right of use, limited to the duration of the subscription** purchased by the Trainee. (More details on the ELP Terms of Use)

This right of use **takes effect for a limited period**, starting from the date the **individual and personal login credentials** are sent to the user's registered email address.

## 12. Warranties

Eu2P warrants that the training programme will correspond to its description as set out on this website and, save to the extent that any defects are drawn to your attention before acceptance of your order, will be of satisfactory quality.

Eu2P gives no warranty on making the training available in any area with time zone different from GMT time zone.

## 13. Complaints

### 13.1. Complaints on the selection process

The applicant wishing to complain about the Trainee's selection process shall address her/his complaint to the Executive Board, which will deal with it under the following process:

1. The applicant who feels that a mistake has been made regarding eligibility of her/his application may ask to have it reconsidered by sending, within ten calendar days of the date marked on the e-mail of notification of the rejection of her/his application, a request for review, through the Eu2P Central Office at the following address: [eu2p.office@eu2p.org](mailto:eu2p.office@eu2p.org)
2. The Executive Board will reconsider the application and notify the applicant of its decision within forty-five calendar days of receipt of the applicant's complaining e-mail.
3. The Executive Board will advise the applicant of the legal remedies available to him/her to pursue his/her complaint before a judicial instance.

### 13.2. Complaints on the master or certificate organisation

The Trainee wishing to complain about any aspect of the Master or Certificate curriculum, organisation must refer to the relevant curriculum Regulations.

Such Regulations are provided to each registered Trainee and acknowledged by him/her when starting the courses.

## 14. Privacy

As part of the **General Data Protection Regulation (GDPR)**, which applies throughout the **European Union**, **Eu2P** informs you that the data collected during registration for training access is **used solely for the management of the training covered by these terms** (registration, communication of information, and administrative and legal documents).

Eu2P collects personal information about the applicant during the training application process. This information is stored in a database that is located in Eu2P headquarters (Université de Bordeaux, Bordeaux, France). All processing operations are controlled by the Eu2P Central Office.

The **purposes of processing personal data** are as follows:

- (i) **Identifying individuals** applying for registration on the **Eu2P website**
- (ii) **Tracking information requests** made by users
- (iii) **Sending relevant information** to users

Every individual has the **right to access, rectify, delete, and transfer their data**, as well as the right to **limit or object to processing** and to define **what happens to their data after their death**.

These rights can be exercised **in accordance with the procedures outlined in the Privacy Policy**. However, any request for **data deletion cannot take effect before the end of the training** covered by these terms.

If a Trainee exercises their **right to object or right to be forgotten**, **all communications with them will cease** (except for account management purposes).

Additionally, this request **does not prevent the retention of data that Eu2P must keep for regulatory purposes** or for **training justification requirements** with funding bodies and authorities.

For **full details** on data processing, please refer to the **Privacy Policy**.

## **15. Maintenance and support**

If for some reasons you are experiencing problems or need help in applying or registering to a Eu2P training, please search in the website FAQ section or, if you do not find the solution there, contact the Eu2P Central Office.