



General Terms & Conditions

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These General Terms & Conditions ("Terms") apply to all services provided under the commercial name V1, including but not limited to aviation training, career coaching, simulator preparation, interview preparation, application support and any related consultancy services.

V1 is the commercial name under which aviation training, coaching and consultancy services are offered by independent service providers cooperating under the V1 brand. Depending on the Services purchased, the Agreement may be concluded with and performed by the relevant participating sole proprietorship or legal entity identified in the applicable quotation, Agreement or invoice. The contracting party identified in those documents shall be solely responsible for the performance of the Services and the related invoicing.

By entering into an Agreement with V1, placing an order, accepting a quotation or using the services of V1, the Client confirms having read and accepted these Terms.

Where a separate written Agreement has been concluded between V1 and the client, the provisions of that Agreement shall prevail in the event of any inconsistency with these Terms.

Definitions

For the purposes of these Terms:

Agreement: means every agreement concluded between V1 and the Client.

Client: means any natural person or legal entity purchasing Services from V1.

Services: means all coaching, consultancy, simulator preparation, interview preparation, training and related services provided by V1.

Training Programme: means any structured coaching or training programme offered by V1.

Candidate: means any participant enrolled in a Training Programme.

PART I – GENERAL

Article 1 – Scope and Applicability

§1. Scope

These Terms apply to all quotations, bookings, Agreements and services provided by V1, unless expressly agreed otherwise in writing.

They apply equally to services provided:

- in person;
- online;
- individually;
- in groups;
- through third-party partners; or
- by any instructor or representative acting on behalf of V1.

§2. Services

V1 provides professional aviation-related training, coaching and consultancy services, including but not limited to:

- airline and cadet selection preparation;
- simulator assessment preparation;
- competency-based interview coaching;
- HR interview preparation;
- technical interview preparation;
- CV, motivation letter and life description support;
- career coaching;
- online coaching;
- digital learning materials; and
- any future services offered under the V1 brand.

§3. Acceptance

These Terms form an integral part of every agreement concluded with V1.

Any deviation from these Terms shall only be valid if expressly agreed in writing.

§4. Conflict Between Documents

Where a separate written Agreement has been signed between V1 and the client, the provisions of that Agreement shall prevail over these Terms.

The Privacy Policy forms a separate document governing the processing of personal data.

Article 2 – Formation of the Agreement

§1. Formation

An Agreement with V1 shall be deemed concluded upon the earliest of:

- signature of a written agreement;
- written acceptance of a quotation;
- confirmation of a booking;
- payment of an invoice;
- commencement of the requested services.

§2. Accuracy of Information

The Client warrants that all information provided to V1 is complete, accurate and up to date.

The Client shall promptly notify V1 of any material changes that may affect the delivery of the services.

§3. Best Efforts Obligation

Unless expressly agreed otherwise in writing, V1 undertakes a best-efforts obligation.

V1 shall perform its services with reasonable care, skill and professionalism but does not guarantee any particular outcome, airline assessment result or employment opportunity.

PART II – COMMERCIAL TERMS

Article 3 – Prices, Invoicing and Payment

§1. Prices

Unless otherwise stated, all prices are expressed in Euro (EUR).

Any quotation issued by V1 remains valid for the period specified therein or, in the absence of such indication, for fourteen (14) calendar days.

§2. Invoicing

Invoices may be issued by the individuals or legal entities operating under the commercial name V1, depending on the services provided.

Such invoicing arrangement shall not affect the validity of the Agreement concluded with the Client.

§3. Payment Terms

Unless otherwise agreed in writing, invoices shall be payable within the payment term indicated on the invoice.

Payments shall be made without deduction, set-off or withholding.

§4. Late Payment – Business Customers (B2B)

Where the Client acts for purposes relating to a trade, business or profession, any invoice remaining unpaid on its due date shall automatically and without prior notice give rise to:

- a. statutory late payment interest in accordance with the Belgian Act of 2 August 2002 on combating late payment in commercial transactions; and
- b. a fixed compensation as permitted under applicable Belgian law, without prejudice to V1's right to claim higher damages where justified.

V1 further reserves the right to suspend or postpone any ongoing or future services until all outstanding amounts have been paid in full.

§5. Late Payment – Consumers (B2C)

Where the Client acts as a consumer within the meaning of the Belgian Code of Economic Law, any late payment shall be handled in accordance with the mandatory provisions applicable to consumer contracts.

Before any interest or compensation becomes due, the Client shall receive a written reminder granting the legally required period to fulfil the payment obligation.

Only thereafter may default interest and compensation be claimed, strictly within the limits permitted by applicable Belgian law.

§6 Collection Costs

V1 reserves the right to recover all reasonable judicial and extrajudicial collection costs incurred as a result of the Client's non-payment, insofar as permitted under applicable law.

Article 4 – Cancellation, Rescheduling and Attendance

§1. Scheduling of Services

Training sessions, coaching sessions and other services shall be scheduled by mutual agreement between V1 and the Client.

V1 reserves the right to adjust the schedule where reasonably necessary due to operational requirements, instructor availability or circumstances beyond its reasonable control.

§2. Rescheduling by the Client

Should the Client be unable to attend a scheduled session, V1 shall be informed as soon as reasonably possible.

Where operationally feasible, V1 will make reasonable efforts to reschedule the session.

V1 reserves the right to replace an instructor where reasonably necessary.

§3. Late Cancellation

Unless otherwise agreed in writing, cancellations made less than twenty-four (24) hours before the scheduled commencement of a coaching or training session may be considered a late cancellation.

V1 reserves the right to consider the scheduled session as delivered, unless the absence results from demonstrable force majeure or exceptional circumstances accepted by V1.

§4. Failure to Attend

Where the Client fails to attend a scheduled session without prior notice, V1 may treat the session as completed.

Repeated failure to attend scheduled sessions may constitute a material breach of the agreement and may result in suspension or termination of the services.

§5. Cancellation by V1

Where V1 is required to postpone or cancel a scheduled session due to illness, operational requirements, technical issues or other reasonable circumstances, V1 shall make reasonable efforts to offer an alternative date.

Such postponement shall not entitle the Client to compensation or damages.

§6 Refund Policy

Unless otherwise agreed in writing, fees paid for Services already delivered shall not be refunded.

Where a Training Programme is cancelled by the Client after commencement, no refund shall be due for the unused part of the Programme unless mandatory law provides otherwise.

§7 Consumer Right of Withdrawal

Where the Client qualifies as a consumer under applicable European consumer legislation, any statutory right of withdrawal shall apply insofar as legally required.

Where the Client expressly requests that the Services commence before expiry of the withdrawal period, the Client acknowledges that the statutory right of withdrawal may be reduced or lost to the extent permitted by law.

Article 5 – Delivery of Services and Communication

§1. Method of Delivery

V1 may deliver its services:

- in person;
- remotely;
- through Microsoft Teams or other video conferencing platforms;
- at third-party training facilities;
- at simulator centres; or
- through any other suitable learning environment.

The method of delivery shall be determined solely by V1, taking into account, amongst others:

- the nature of the Training Programme;
- operational requirements;
- instructor availability;
- the number of enrolled candidates;
- geographical considerations; and
- the educational objectives of the program.

The Client acknowledges that no right exists to demand a particular method of delivery, location or instructor unless expressly agreed otherwise in writing.

§2. Group Training and Individual Coaching

V1 may provide certain elements of its Training Programme in a classroom setting, remotely or in group sessions involving multiple Candidates.

The Client acknowledges that participation in group sessions does not reduce the quality or value of the services provided.

Where included in the selected Training Programme, V1 shall additionally provide personalised one-to-one coaching, feedback and Career Support tailored to the individual needs and progress of the client.

The combination of group instruction and individual coaching forms an essential part of V1's training methodology.

V1 reserves the right to combine candidates from different airlines, experience levels or nationalities where this contributes to the educational objectives of the program.

§3. Communication

V1 may communicate with the Client by means of e-mail, telephone, video conferencing platforms, messaging applications (including WhatsApp) or any other reasonable communication channel used in the ordinary course of its business.

The Client agrees that communications sent through such channels may be used for scheduling, coaching, administrative matters, invoicing and other communications relating to the services provided by V1.

Unless expressly agreed otherwise, electronic communications shall be deemed received on the day they are transmitted, provided that no delivery failure notification has been received by the sender.

Communication sent to the last known e-mail address provided by the client shall be deemed valid.

The Client is responsible for ensuring that contact details remain accurate and up to date.

§4. Continuous Improvement

V1 continuously reviews and improves its coaching methods, training materials and educational approach.

V1 therefore reserves the right to update, modify or replace training materials, exercises or methodologies where this contributes to maintaining or improving the quality of its services.

Such updates shall not constitute a breach of any agreement.

§5. Third-Party Providers

Certain services may be delivered in cooperation with external instructors, simulator providers, assessment centres or other specialised partners.

Unless expressly agreed otherwise, V1 remains responsible only for the services that it directly provides.

Any separate agreement concluded directly between the Client and a third-party provider shall remain solely governed by the terms agreed with that provider.

V1 shall not be liable for the independent services, decisions or omissions of third-party providers.

§6. Best Efforts

All services are provided on the basis of a best-efforts obligation.

V1 shall use its professional knowledge, experience and reasonable care in providing its services but does not guarantee any specific result, assessment outcome or employment opportunity.

§7. Remote Services

The Client is responsible for ensuring an adequate internet connection, functioning hardware and suitable environment for online coaching sessions.

PART III – PROFESSIONAL STANDARDS

Article 6 – Client Obligations

§1. General Obligations

The Client shall:

- provide complete and accurate information relevant to the requested services;
- actively participate in the coaching process;
- attend scheduled appointments punctually;
- complete agreed preparation work and assignments;
- communicate respectfully with V1 and its instructors; and
- cooperate in good faith throughout the duration of the services.

§2. Professional Conduct

The Client shall behave in a manner consistent with the professional standards expected within the aviation industry.

The following behaviour may be regarded as unacceptable:

- threatening or abusive conduct;
- discriminatory or harassing behaviour;
- repeated refusal to cooperate;
- repeated failure to complete agreed preparation work;
- repeated failure to respond to reasonable communications from V1;
- misuse of confidential information or training materials;
- conduct that damages or may reasonably damage the professional reputation of V1.

§3. Consequences of Non-Compliance

Where the Client repeatedly fails to comply with these obligations, V1 may suspend or terminate the services in accordance with Article 12 of these Terms and any applicable written agreement.

The exercise of this right shall not affect V1's entitlement to payment for services already provided.

Article 7 – Confidentiality

§1. Confidential Information

Both Parties acknowledge that confidential information may be exchanged during the provision of the services.

Confidential information includes, amongst others:

- coaching methods;
- interview techniques;
- recruitment strategies;
- internal documentation;
- commercial information;
- personal information relating to clients.

§2. Confidentiality Obligation

Neither Party shall disclose confidential information to third parties without prior written consent, unless disclosure is required by law.

This obligation shall survive termination of the contractual relationship.

§3. Exceptions

The confidentiality obligations shall not apply to information that:

- is publicly available through no fault of the receiving party;
- was lawfully obtained from a third party; or
- must be disclosed pursuant to a legal obligation or court order.

§4 Duration

The confidentiality obligations shall remain in force for five (5) years following termination of the Agreement or for as long as the information remains confidential, whichever period is longer.

PART IV – LEGAL PROVISIONS

Article 8 – Intellectual Property

§1. Ownership

Unless expressly agreed otherwise in writing, all intellectual property rights relating to the services provided by V1 shall remain the exclusive property of V1 or its respective licensors.

This includes, but is not limited to:

- training materials;
- presentations;
- manuals;
- interview frameworks;
- simulator exercises;
- competency models;
- templates;
- videos;
- digital content;
- documents;
- branding;
- logos;
- software;
- website content; and
- any materials developed or provided by V1.

Nothing contained in these Terms or in any Agreement transfers ownership of any intellectual property rights to the Client.

§2. Permitted Use

The Client receives a limited, non-exclusive, non-transferable and revocable license to use the training materials solely for personal educational purposes.

The Client shall not:

- reproduce;
- copy;
- distribute;
- publish;
- modify;
- translate;
- sell;
- sublicense;
- commercially exploit; or
- provide access to any third party,

without the prior written consent of V1.

§3. Recording

Unless expressly authorised in writing by V1, no audio recordings, video recordings, photographs or screen recordings may be made during coaching sessions, simulator sessions or training activities.

§4. Infringement

Any unauthorised use of V1's intellectual property may result in immediate suspension or termination of the services, without prejudice to V1's right to claim compensation for any resulting damages.

Article 9 – Privacy and Data Protection

§1. Privacy

V1 processes personal data in accordance with:

- the General Data Protection Regulation (EU) 2016/679 ("GDPR");
- applicable Belgian privacy legislation; and
- V1's Privacy Policy.

§2. Privacy Policy

The Privacy Policy forms an integral part of the contractual relationship between V1 and the Client.

By entering into an Agreement with V1, the Client acknowledges having received or having had the opportunity to consult the Privacy Policy.

Requests concerning personal data may be addressed through the contact details provided in the Privacy Policy.

§3. Processing of Personal Data

Personal data shall only be processed insofar as reasonably necessary for:

- administration;
- communication;
- delivery of services;
- invoicing;
- legal compliance;
- quality improvement; and
- any other lawful purposes described in the Privacy Policy.

Article 10 – Liability

§1. Best Efforts

V1 performs its services with reasonable care, skill and professionalism.

Unless expressly agreed otherwise, all services are provided on the basis of a best-efforts obligation.

V1 does not guarantee:

- employment with any airline, flight school or any company;
- success in any airline or cadet assessment;
- invitations to recruitment events;
- medical certification;
- interview success; or
- any specific professional outcome.

§2. Decisions of Third Parties

V1 shall not be liable for decisions taken by third Parties, including but not limited to:

- airlines;
- recruitment agencies;
- simulator centres;
- aviation authorities;
- assessment providers;
- medical examiners; or
- other independent organisations.

§3. Indirect Damages

To the fullest extent permitted by applicable law, V1 shall not be liable for indirect, incidental, consequential or special damages, including but not limited to:

- loss of income;
- loss of opportunity;
- travel expenses;
- accommodation expenses;
- reputational damage;
- emotional distress; or
- future financial losses.

§4. Limitation of Liability

Except in cases of fraud, wilful misconduct or where liability cannot legally be excluded under applicable law, the total aggregate liability of V1 arising from or relating to any Agreement shall be limited to the amount actually paid by the Client for the relevant services.

§5 Client Responsibility

The Client remains solely responsible for all decisions taken on the basis of coaching, consultancy or training received from V1.

§6. Website and Digital Services

V1 shall use reasonable efforts to maintain the availability of its website and digital services. However, uninterrupted access cannot be guaranteed.

Temporary interruptions, maintenance or technical failures shall not give rise to any liability.

Article 11 – Force Majeure

§1. Definition

Neither Party shall be liable for any delay or failure to perform its obligations where such delay or failure results from events beyond its reasonable control.

Such events include, without limitation:

- illness;
- accidents;
- pandemics;
- natural disasters;
- government measures;
- internet outages;
- technical failures;
- travel restrictions;
- strikes;
- war;
- terrorism;
- civil unrest; or
- other unforeseeable circumstances.

§2. Consequences

Where a force majeure event occurs, the affected Party shall notify the other party as soon as reasonably practicable.

The Parties shall make reasonable efforts to reschedule the affected services where possible.

Neither Party shall be liable for damages resulting solely from a force majeure event.

Where a force majeure event continues for more than ninety (90) consecutive days, either Party may terminate the Agreement without liability.

PART V – SUSPENSION & TERMINATION

Article 12 – Suspension and Termination

§1. Right of Suspension

V1 may suspend the provision of its services where the Client:

- fails to comply with any contractual obligation;
- repeatedly fails to cooperate;
- repeatedly fails to complete agreed preparation work;
- repeatedly fails to attend scheduled sessions;
- repeatedly fails to respond to reasonable communications;
- fails to pay outstanding invoices;
- otherwise prevents V1 from properly delivering the agreed services.

Suspension shall not release the Client from any existing payment obligations.

§2. Right of Termination

V1 may terminate any agreement with immediate effect where the Client:

- commits a serious breach of the agreement or these terms;
- provides false or misleading information;
- infringes the intellectual property rights of V1;
- breaches confidentiality obligations;
- engages in abusive, threatening or discriminatory behaviour;
- intentionally damages the reputation or legitimate interests of V1; or
- continues to breach contractual obligations despite having been given a reasonable opportunity to remedy such breach.

V1 may also refuse future bookings from clients whose previous Agreement has been terminated for serious breach.

§3. Consequences

Termination or suspension shall not affect:

- outstanding payment obligations;
- accrued rights;
- confidentiality obligations;
- intellectual property rights; or
- any provision intended to survive termination.

Unless mandatory law provides otherwise, termination shall not entitle the Client to any refund for services already delivered or reserved.

Any provisions intended by their nature to survive termination shall remain fully applicable.

PART VI – FINAL PROVISIONS

Article 13 – Amendments

§1. Right to Amend

V1 reserves the right to amend these General Terms & Conditions from time to time where reasonably necessary to reflect:

- changes in applicable legislation;
- changes in V1's services;
- operational improvements; or
- other legitimate business requirements.

Minor amendments required to comply with mandatory legislation may take effect immediately where required by law.

§2. Existing Agreements

Any amendment shall apply to future agreements and, where legally permitted, to existing contractual relationships after reasonable notice has been provided to the Client.

The most recent version of these General Terms & Conditions shall be published on V1's official website.

Article 14 – Severability

§1. Invalid Provision

Should any provision of these Terms be declared invalid, illegal or unenforceable by a competent court or authority, such provision shall be interpreted or amended to the minimum extent necessary to render it enforceable.

§2. Remaining Provisions

The invalidity of one provision shall not affect the validity or enforceability of the remaining provisions.

The Parties shall endeavour to replace any invalid provision with a lawful provision that most closely reflects the original intention.

Article 15 – No Waiver

§1. No Waiver

Any failure or delay by V1 in exercising any right or remedy under these General Terms & Conditions or under any Agreement shall not constitute a waiver of that right or remedy.

§2. Continued Enforcement

Any waiver shall only be effective if expressly made in writing and signed by an authorised representative of V1.

A waiver of one provision shall not constitute a waiver of any other provision or of any future breach.

Article 16 – Order of Precedence

In the event of any inconsistency between the contractual documents, the following order of precedence shall apply:

- the signed written agreement between V1 and the Client;
- these General Terms & Conditions;
- the Privacy Policy;
- any quotations, booking confirmations or supplementary documents, unless expressly agreed otherwise in writing.

Nothing contained in these Terms shall limit any mandatory rights granted to consumers under applicable law.

Article 17 – Entire Agreement

§1. Entire Agreement

These General Terms & Conditions, together with the signed agreement (where applicable), accepted quotations, the Privacy Policy and any documents expressly incorporated by reference, constitute the entire agreement between the Parties relating to the services provided by V1.

§2. Previous Communications

These documents supersede all previous negotiations, discussions, proposals, representations, understandings and communications relating to the same subject matter, whether oral or written, unless expressly confirmed in writing by V1.

Article 18 – Governing Law and Jurisdiction

§1. Governing Law

These General Terms & Conditions and all Agreements concluded with V1 shall be governed exclusively by the laws of Belgium.

§2. Amicable Resolution

Before initiating legal proceedings, the Parties shall make reasonable efforts to resolve any dispute amicably through consultation.

§3. Competent Courts

Any dispute that cannot be resolved amicably shall fall within the jurisdiction of the competent courts of the judicial district in which the registered office or principal place of business of the contracting party acting under the commercial name V1 is located, unless mandatory legal provisions provide otherwise.

Article 19 – Contact Information

Questions relating to these General Terms & Conditions may be addressed to V1 through the contact details published on its official website.

The most recent version of these General Terms & Conditions, together with the privacy policy and other legal notices, remains available at www.v1-training.com