



Information about our services:

- **Training**

**"Raising awareness against mobbing"**  
**- PREVENT, EXPOSE, REACT -**

Our training is divided into four modules. It is about definition, consequences, prevention, analysis and listening. In this training you will learn interactively how to put into practice the tools you need as a "leader".

- **Target group:** executives; board of directors; human resources; management; delegation.
- The **duration** of the training is half a day (max. 4 hours) with documentation,
- **On-site training** (min. 6 people max. 12 people).
- **Price on request**
- **Certificate of attendance** on request  
(the list of names has to be sent fifteen days before the training date).

- **Conference**

**"Conference about mobbing in the workplace"**

The difference between a conflict and mobbing.  
How do I behave, how can I protect myself and where can I find help?

Our conference aims to inform, educate and make the public aware. Not to confuse the conflict with bullying, in other words, to know the limits. For the company, a conference is a tool that makes employees aware of the definition of the phenomenon and automatically underlines the interest of the management in its employees, the values and the rules of non-tolerance to mobbing.

- **Target group:** all employees / different departments / public
- The **duration** of the conference is 1 to 2 hours
- **On-site**
- **Price on request**
- An agreement between the Mobbing asbl and the company can be signed as an external partner

Please fill out the form below. An instructor will contact you as soon as possible to process your request. Following the form you will find the general conditions for the trainings and conferences as well as the list of participants. All pages must be completed/signed and returned to the Mobbing asbl.



## REQUEST FOR TRAINING OR/AND CONFERENCE

Date:

Name of the company: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Mail: \_\_\_\_\_

Name and function of the contact person:

\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Mail: \_\_\_\_\_

Training/Conference Location:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The most convenient time for the company: \_\_\_\_\_

morning (9am - 1pm)       afternoon (1pm - 5pm)       evening (6pm - 9pm)   
(Only for conferences)

Target group:

Delegation

Executives

HR and management

Employees

Public

Other  please specify : \_\_\_\_\_

Language of the training/conference:

Luxembourgish       French       German       English

Number of participants: \_\_\_\_\_

Number of documents: \_\_\_\_\_

Certificates of attendance:

Yes       No

The list with the names of the participants is to be sent 15 days before the training date.



**Provision of working materials:**

Video projector

Computer/Laptop

Stick

Projection screen

Electric extension cord

Flipchart

Other:

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**Billing address :**

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Name and signature of the person requesting the training/conference

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## General terms and conditions

The following terms and conditions apply in their entirety to all services and contracts concluded between the Luxembourgish association against mobbing and stress at work (Mobbing asbl), (hereinafter the "Company") and its Customers in the Grand Duchy of Luxembourg or abroad, regardless of the place of service. If necessary, they are supplemented by special conditions which prevail in the event of conflict with the present conditions. By signing or executing any document referring to the present terms and conditions, the Customer is deemed to have accepted them, and no derogation may be accepted without the Company's express prior agreement. Any condition unilaterally imposed by the Customer contrary to the present general terms and conditions, in its general terms and conditions of purchase or in any other document, shall be unenforceable against the Company, regardless of the time at which it may have been brought to the Company's attention. The Company reserves the right to modify the present terms and conditions. The modified general terms and conditions are considered to have been accepted by the Customer insofar as they have been communicated to the Customer in advance by the Company, and in the absence of any objection by the Customer within fifteen (15) days of such communication.

### 1. Association

The Luxembourg association against harassment and stress at work (Mobbing asbl) is authorized to organize continuing professional training courses and conferences in the field of harassment and stress at work.

### 2. Offers, services and execution

Offers submitted by the Company are subject to revision in the event of an increase in the cost of raw materials, a change to the initial project during the realization phase, or any other circumstance beyond the Company's control.

All orders placed with the Company are binding on the Customer upon reception by the Company of a signed offer. The Customer acknowledges that he has made his commercial decision (understood as any decision relating to the request or purchase of services from the Company) in full knowledge of the facts, having been duly informed by the Company of the advantages and limitations of the services provided. The Company will make every reasonable effort to execute the request within the agreed timeframe.

Services shall be considered accepted and validly performed as soon as the Company has received the signed offer.



### **3. Registrations**

All registrations (training courses or conferences) must be made using the form above, duly completed, and accompanied, for training courses, by the list of participants, which should be sent to :

by mail

or

by e-mail

Mobbing asbl

[mobbingasbl@mobbingasbl.lu](mailto:mobbingasbl@mobbingasbl.lu)

64, Avenue de la Liberté

L-1930 LUXEMBOURG

### **4. Quotation**

As soon as the Company has received the registration request, a quotation with prices and the date of the event will be sent to the Customer by e-mail. On receipt of the quotation, the Customer must check and sign it, if agreed, and return it to the Company within 7 working days.

### **5. Deposit**

The Company reserves the right to request the payment of deposits for each training/conference (€500.00 for a training and €350.00 for a conference), which are payable on receipt of the invoice. In the case of non-payment, the Company reserves the right not to retain the date.

Payment of the deposit is made by bank transfer to the bank account indicated on the deposit invoice.

### **6. Prices, billing and payment**

Training prices are quoted in Euros and exclude VAT.

The Company reserves the right to adjust prices accordingly in the event of any changes after the request has been accepted or the quotation has been issued.

Final invoices are payable upon receipt to the bank account indicated on the final invoice.

### **7. Organization**

The Mobbing asbl communicates confirmation of the training with the date and times to the Customer.

The Customer will be responsible for organizing the training/conference room and the necessary work equipment. He is also responsible for notifying participants.



## **8. Cancellation of training/conference by the Mobbing asbl**

The Mobbing asbl reserves the right to cancel or postpone a training/conference session if circumstances oblige it to do so, for example in the case of illness of the trainer or if the number of participants is insufficient. In the case of cancellation, the deposit will be refunded in its entirety.

## **9. Cancellation by the customer**

The customer may cancel the service at any time. All training/conference cancellations must be notified in writing (by post or e-mail). Fees will be charged according to the date of cancellation. For example

- For cancellations up to 10 days prior to the event, no fee will be charged, and the deposit will be refunded.
- For cancellations between 10 and 4 days before the event, the deposit will not be refunded.
- For cancellations within the last 3 days before the event, the full amount of the final invoice will be charged.

Any registered participant may be replaced, on condition that the contact details of both the participant and the replacement are communicated to the Mobbing asbl as soon as possible (in the event of a certificate of participation being issued).

## **10. Changes by the customer**

Any change to the date of the event must be made by the Customer in writing at least 10 days before the previously agreed date.

For any change made less than 10 days in advance, a penalty of €250 will be charged to the Customer.

## **11. Catering costs**

The Mobbing asbl does not cover the cost of meals or snacks for participants.

## **12. Training content**

Training courses may be modified to adapt their content to the specific requirements of each company, if this has been indicated by the customer. This is left to the trainers' judgement after validation by the management of Mobbing asbl.

### 13. Additional information

The Mobbing asbl informs participants of trainings and conferences that they may appear in photographs taken during the event. These are intended for publication in written or digital media published by the Mobbing asbl.

- I give my permission to the Mobbing asbl to photograph/film and use the images of the training/conference
- I do not give my permission to the Mobbing asbl to photograph/film and use the images of the training/conference
  
- I have read the general conditions and accept them without reservation

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Date and signature



## List of participants

Please fill in this list of participants. (only for trainings) max. 12 people

| NAME | SURNAME | FUNCTION |
|------|---------|----------|
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