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2130 KA Hoofddorp  
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The Netherlands  
Tel.: 31 (0)23 – 5679790  
www.jaato.com



**TRAINING SERVICE AGREEMENT:**

ARM-02-04  
19 March 2025

**between**

**Stichting Beheer JAA Training Organisation**

**(JAA TO)**

**and**

**Ministry of Territorial Administration and  
Infrastructure of the Republic of Armenia**

This Training Service Agreement ("Agreement") sets forth the basis upon which the Joint Aviation Authorities Training Organisation (hereinafter referred to as "JAA TO") has agreed with Ministry of Territorial Administration and Infrastructure of the Republic of Armenia (hereinafter referred to as "the Client") - jointly or individually also referred to as "party" or "parties" regarding the provision of training courses (hereinafter referred to as "Training") on specific dates and in respect of attendee(s) agreed upon by both parties. This Agreement will override any oral or written agreement in previous communication.

## I. Definitions

**Certificates:** Certificate of Attendance, Certificate of Accomplishment

- **Certificate of Attendance:** a JAA TO/ECAC Certificate issued for Participants following their full attendance to, and payment for, a Training Course whereby Participants are not required, or have not opted, to sit for a JAA TO Examination where applicable; and a JAA TO/ECAC Certificate issued for Participants who fail to pass the JAA TO Examination (where applicable, opted and paid for) within the maximum number of allowed attempts.
- **Certificate of Accomplishment:** a JAA TO/ECAC Certificate issued for Participants following their full attendance to, and payment for, a Training Course and passing of the JAA TO Examination where applicable, opted and paid for.

**Course Date:** the date of the Training Course(s), as agreed by the Parties.

- **Introduction to Accident and Incident Investigation on 02 - 04 April 2025**

**Course Fee:** The price of participation to the **Virtual Classroom** Training Course:

- **Introduction to Accident and Incident Investigation on 02 - 04 April 2025 € 1730,00 (per participant)**

**Training Course Materials:** includes any and all materials that contain the content delivered during the Training Courses. JAA TO Course materials are fully copyrighted.

**Course Transfer:** the event when a Participant who has already paid the Course Fee wishes to attend the same Training Course on another Course Date and/or Location.

**Examination:** JAA TO Examination.

**JAA TO Examination:** examination developed and evaluated by JAA TO, provided online or on paper, at the end of applicable JAA TO courses. JAA TO Exams are optional and subject to payment and online registration. A maximum number of two attempts is allowed for a JAA TO Examination. Candidates who pass a JAA TO Examination within the maximum number of attempts allowed, receive an ECAC/JAA TO Certificate of Accomplishment. Note: after a candidate has taken an examination, the pass-mark will be informed. However, the questions which are fully copyrighted by JAA TO - will not be made available to the candidates. Governing Law: the laws of the Kingdom of the Netherlands.

**JAA TO:** Joint Aviation Authorities Training Organisation.

**JAA TO Location:** JAA TO training facilities around the world, as listed on the JAA TO website.

**Price:** the fee due for the Training Service, as defined under clause XVII.

**Participant:** a person registered for a Training course.

**Substitution:** replacement of a Participant for a training course or (e-)Examination.

**Training Course:** courses offered by JAA TO. The list of Training Courses is available on the JAA TO website.

**Working day:** working days in the Netherlands.

## II. Applicability

1. These General Terms and Conditions shall be applicable for the following delivery of Training Course:  
**Introduction to Accident and Incident Investigation on 02 - 04 April 2025**
  - **Attendees:**  
**Mary Aghajanyan**
2. With respect to Training Courses provided outside JAA TO Locations upon request, if the provisions of the agreement concluded by and between JAA TO and the person or organization representative requesting the Training Course to be delivered outside JAA TO Locations ('requesting person') differs from the provisions of these General Terms and Conditions, the provisions laid down in such agreement shall prevail. It is the responsibility of the requesting person or organisation representative to ensure that Participants are informed about the applicable provisions.
3. Any provision of these General Terms and Conditions that is inconsistent with the mandatory provisions of the Governing Law shall be null and void. The other provisions shall nevertheless remain valid. Instead of the void provisions the Governing Law shall apply

## III. Registration for the Training Courses

1. Participants are required to register for the Training Courses online, via the JAA TO website, email or, when the Training Course is offered in co-operation with another organisation, via the appropriate registration means of the organisation concerned, as applicable.
2. Registrations must be made no later than 24 hours before the scheduled start date of the Training Course, subject to seat availability.
3. All data the Participant wishes to be included in the invoice shall be indicated upon registration.

## V. Invoices, Payment of Course Fee

1. An invoice is generated and provided to the address indicated during the online registration process. Payment shall be made according to the specifications of the invoice.
2. Payment shall be made by money transfer to the bank account of JAA TO in the Netherlands:

*ABN AMRO Bank No. 43.88.96.815  
Marktpllein 11  
2132 DA Hoofddorp, The Netherlands*



SWIFT: ABNANL2A

IBAN: NL18ABNA0438896815

3. The following data shall be indicated on bank transfer:

- invoice number;
- name and organisation of the Participant;
- Training Course title;
- Course Date.

4. Payment shall be made until 24 hours before the scheduled start date of the Training Course. All payments are considered made when the amount is credited on the bank account of JAA TO.

5. The Course Fee includes the price of tuition; the Training Course Materials and the JAA TO / ECAC Certificate of Attendance (when the participant has attended the course in full).

6. The JAA TO should provide original of Act of completion within 7 days from the service delivery, which will be signed by both sides.

## VI. Course Transfer

1. In the event a Participant, who has already paid the Course Fee, wishes to attend the same Training Course on another Course Date, s/he shall transfer her/his seat online, by logging in to the user account and selecting the 'Change my Registration' option.
2. Course Transfer is only possible to Course Dates on which seats are still available.
3. Course Transfers can be made free of charge no later than 2 working days before the first scheduled day of the Training Course concerned. In the event the Course Transfer is made within 2 working days, but more than 24 hours, before the scheduled start date of the Training Course concerned, a transfer fee of 25% of the full Course Fee will be charged. In the event the Course Transfer is made within 24 hours before the scheduled start date of the Training Course concerned, the full Course Fee will be charged by JAA TO.

## VII. Substitution

1. Participants shall only be substituted by Participants who meet the pre-requisites for the Training Course concerned, if any, as defined on the JAA TO website under the respective Training Course.
2. Substitution shall be effected online, by logging in to the user account and selecting the Change my Registration' option.
3. Substitutions may be made until 24 hours before the scheduled start date of the Training Course. In the event the Participant fails to effect the Substitution until this deadline, but does send a substitute to the Training Course, the Participant originally registered will be charged for cancellation within 24 hours with the full Course Fee, and the replacement Participant shall pay the Course Fee in full.

## VIII. Cancellation

1. Cancellations shall be made in writing ('cancellation notice"), by email to [training@jaato.com](mailto:training@jaato.com)

The cancellation notice shall include the following particulars:

invoice number:

name and organisation of the Participant;

Training Course title;

Course Date.

2. Upon receipt of the cancellation notice, JAA TO will send a confirmation to the Participant. Cancellations shall be considered valid only if a confirmation is issued by JAA TO. It is the Participant's responsibility to monitor if the confirmation notice is received by JAA TO. In the event Client cancels the Training Course or in the Event JAA TO cancels a Training Course in accordance with clause XI.2, Client shall be liable for any and all costs incurred by such cancellation.
3. Cancellation notices shall be received by JAA TO no later than 2 working days before the first scheduled day of the Training Course concerned. In the event the cancellation notice is received by JAA TO less than 2 working days, but more than 24 hours before the scheduled start date of the Training Course concerned, a cancellation fee of 25% of the full Course Fee will be charged. In the event the cancellation notice is received by JAA TO within 24 hours before the scheduled start date of the Training Course concerned, the full Course Fee will be charged by JAA TO

## **IX. Examination**

This training course does offer an examination.

**JAA TO Examination:** examination developed and evaluated by JAA TO, provided online or on paper, at the end of applicable JAA TO courses. JAA TO Exams are optional and subject to payment and online registration. A maximum number of two attempts is allowed for a JAA TO Examination. Candidates who pass a JAA TO Examination within the maximum number of attempts allowed, receive an ECAC/JAA TO Certificate of Accomplishment.

## **X. Certificates**

1. **JAA TO / ECAC** certificates of Attendance and Accomplishment are highly recognized by Aviation Authorities and Aviation Industry. Participants will be granted a Certificate of Attendance when the course has been attended and paid in full, and a Certificate of

Accomplishment, when the participant has opted to take, paid for, and passed, a JAA TO Examination (where applicable) within the maximum number of allowed attempts.

2. In the event the Participant's Certificate is lost, or an additional copy is required, a hard copy of the Certificate can be requested from JAA TO via [training@jaato.com](mailto:training@jaato.com). Participants will be provided with the copy upon JAA TO's receipt of 20 EUR administration fee (excluding postage).

## **XI. Training Courses outside JAA TO Location**

JAA TO can provide Training Courses outside JAA TO Locations, upon request.

Requests should be sent to: [training@jaato.com](mailto:training@jaato.com).

## **XII. Training Course Language**

Training Courses scheduled at JAA TO Locations are delivered in English. Selected Training Courses can be delivered in other languages. For detailed conditions please contact



[training@jaato.com](mailto:training@jaato.com)

## **XII. Intellectual Property**

JAA TO is the owner of, and will retain all rights, title, and interest in any and all Course Materials, and in any and all other materials, including any documentation, data, technical information and know-how provided to the Participants by JAA TO. Such information shall not be disclosed or copied to any third parties and shall not be used for any purposes by the Participants or the organisation they represent, without the express written permission of JAA TO.

## **XIV. Liability**

1. JAA TO excludes any and all liability for damages arising out of the failure of a Requesting Person or Organisation Representative to provide information to the Participants about the applicable provisions as set out in clause 111.2.
2. JAA TO excludes any and all liability for damages arising out of the failure of a Participant to obtain the necessary VISA in due time.

## **XV. Force Majeure**

JAA TO shall not be liable in respect of any failure to fulfil its obligations under this Agreement if such failure is due to reasons or circumstances beyond its reasonable control including but not limited to government interference, direction or restriction, war or civil disorders, strikes, blockade, insurrections, riots, acts of natures, disasters, diseases, epidemics, terrorist actions, or other emergencies.

## **XVI. Miscellaneous**

Should the person arranging the Registration, Substitution, Course Transfer or Cancellation, or requesting an invitation letter be other than the Participant, JAA TO assumes that during such processes statements are made on behalf of the Participant and with the authorization to make statements on behalf of the Participant.

## **XVII. Billing, banking, and contact information of the “Client”**

### **Ministry of Territorial Administration and Infrastructure of Republic of Armenia**

Government House 3,  
Republic Square  
0010 Yerevan  
Republic of Armenia  
Phone number: +37410511306

**Bank Account:** 900011018513

**TIN:** 02815457

**XVIII. Annex**

<b>Introduction to Accident and Incident Investigation on 02 - 04 April 2025</b>	<b>€1730,00</b>
<b>Total price per participant</b>	<b>€1730,00</b>
<b>Total Amount for 1 participants</b>	<b>€1730,00</b>

FOR  
JAA TO



Timothy Rog  
Sales & Account Executive

On behalf of

Murat Yalcin  
Director of Sales, Marketing & Operations

FOR

Ministry of Territorial Administration and Infrastructure  
of the Republic of Armenia

