



Terms & Conditions and Cancellation Policy

- **Course Fees**

- All course fees are inclusive of the following:

Classroom

- Tuition fee
- Provision of a world-class subject matter expert to deliver this training
- Meeting at a hotel venue corresponding to your chosen session
- Welcome food and drinks, AM / PM snack, and Lunch
- Digital course materials (e-Tablet)
- Course completion certificates
- Designing and administration of Pre-& Post Course Assessments
- Preparation of participant's Performance and Appraisal Report, if required
- Issuance of Letter of Invitation for delegates needed visa processing, if required

Online

- Tuition fee
 - Provision of a world-class subject matter expert to deliver this training through live/virtual delivery
 - An electronic copy of the training manual and relevant hand-outs
 - Issuance of The Energy Training Centre e-Certificate of Completion
 - Administration of Pre-& Post Workshop Assessments
 - Link access of online platform acceptable to both parties
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- Course fees are exclusive of applicable 5% UAE Value Added Tax (VAT), if applicable. Additionally, delegates or sponsoring organisations required by law to apply WHT must notify The Energy Training Centre prior to invoicing and provide the relevant supporting documentation. Any taxes withheld shall be borne by the payer such that The Energy Training Centre receives the full invoiced amount.
 - All published fees are in US Dollars (USD).
- **Mode of Payment**
 - Bank transfer – Delegates may pay the course fee directly or request that an invoice be issued to their company/sponsor. Bank details shall be provided at the time of invoicing.

- Online payment – Credit card payments through a secured payment link is acceptable, a minimum payment gateway fee will apply.

- **Participation Cancellation / Substitution**

- All requests for participation cancellation must be submitted in writing and received no later than three (3) weeks prior to the seminar date. Clients may choose to defer their registration to an alternative session or transfer to a different programme, subject to availability. Alternatively, a substitute delegate may be nominated to attend in place of the original participant.

- **Refund Disclaimer & Credit Note Policy**

- **Refund Disclaimer**

All course bookings made through The Energy Training Centre are non-refundable. By registering and participating for a course, you acknowledge and accept that fees are payable in full and are not subject to refund under any circumstances, including but not limited to participant dissatisfaction, changes in personal or professional circumstances, or partial attendance. The Energy Training Centre reserves the right to make reasonable adjustments to course content, trainers, or schedules where necessary, without entitling delegates to a refund. Full details of each course – including objectives, target audience, and content – are clearly outlined prior to enrolment, and it is the responsibility of the delegate to ensure suitability before booking.

- **Credit Note**

- A credit note may be issued to paid delegates who wish to cancel their registration for a programme they have enrolled in, provided no substitute delegate is available to attend in their place.
 - The credit note may be applied toward any programme available within our training calendar.
 - If the delegate chooses to use the credit note for a programme of higher value, the difference in fees will be invoiced separately and must be settled prior to the programme commencement.

- **Hotel Accommodation**

- To assist participants with their accommodation needs, the following options may be made available:
 - **Corporate Discount:** A corporate discount may be offered for participants staying at the same hotel, subject to availability. Please enquire at the time of registration to confirm eligibility and availability of such discounts.
 - **Nearby Hotel Recommendations:** A list of nearby hotels may be provided upon request to suit different preferences and budgets.
 - **Independent Booking:** Participants are also welcome to arrange their own accommodation through online hotel booking platforms to identify the most suitable and cost-effective options.

- **Certificate of Completion & Learning Hours**

- A Certificate of Completion will be issued on the last day of the training course to those participants who attend and complete the training seminar.
- An absence of 3 or more sessions is likely to invalidate the participant's entitlement of the certificate.
- Learning hours mentioned on the certificate are calculated based on the participant's actual

attendance.

- **Force Majeure**

- Circumstances beyond the control of The Energy Training Centre may necessitate postponement, change of seminar venue, or substitution of the assigned Instructor. The Company reserves the right to exercise this clause and implement such amendments.

- **Fair Access / Equal Opportunities**

- In the provision of its services as a world-class Training Provider, the Company is committed to providing fair access and equal opportunities throughout the delivery of its courses and assessments leading to the completion of training programmes or third-party qualifications/certifications.

Amendments to Terms and Conditions

The Energy Training Centre reserves the right to amend, update, or modify these Terms & Conditions and the Cancellation Policy at any time, at its sole discretion. Any such changes shall be effective immediately upon publication, unless otherwise stated. It is the responsibility of the client to review the Terms & Conditions periodically for any updates. Continued participation in, or use of, the services following any amendments shall constitute acceptance of the revised Terms & Conditions and the Cancellation Policy.