



PUBLIC TRAINING COURSE – TERMS AND CONDITIONS

Upon registration of Intertek’s public training courses including classroom training, webinar or e-learning, etc., this “Public Training Course – Terms and Conditions” will automatically apply.

Policies on Deposit Payment and Full Payment

Upon registration, Intertek will require a minimum of 25% deposit of the posted course fee on our training website. If the course has been confirmed with sufficient attendance under Intertek’s policy, a full payment of the course fee is required upon registration. The deposit payment is non-refundable under any circumstances except that Intertek decides to cancel the course. Deposit payment or full payment is due upon registration. Course registration is not official until required payment is received by Intertek.

Course Confirmation

Course Confirmation Notice will be sent to the delegate’s provided e-mail address prior to the start of the training course once the training course is confirmed with sufficient attendance under Intertek’s policy.

All delegates are highly recommended **NOT** to make any travel arrangement (if applicable) until our Course Confirmation Notice has been received via e-mail. Intertek shall not be held liable in the event that the delegates incur any expenses due to making travel arrangements, etc.

Policies on Transfers, Withdrawals, Cancellations

Delegate may transfer his/her seat to another person subject to Intertek’s discretion. In this case, the delegate shall notify Intertek in writing at least thirty (30) calendar days prior to the start of the scheduled course. If no written notice is received from the delegate at a minimum of thirty (30) calendar days prior to the start of the scheduled course, the delegate’s request for seat transfer may be declined. *Please note that verbal notification is not acceptable in any case.*

Subject to availability, any delegate may request to be transferred to another alternative training course subject to Intertek’s discretion. In this case, the delegate shall notify Intertek in writing at least thirty (30) calendar days prior to the start of the scheduled course. If no written notice is received from the delegate at a minimum of thirty (30) calendar days prior to the start of the scheduled course, the delegate’s request for transfer to another alternative course will be declined with no exception. *Please note that verbal notification is not acceptable in any case. If the transfer is accepted by Intertek, any fees (if paid) will be credited towards the new course fee. Note: If the fee of the transferred course is higher than the registered course, the delegate shall be responsible for paying the difference in course fees.*

If the delegate decides to withdraw from a course, there will be a refund (if paid) minus 25% deposit payment of the posted course fee on our training website when a written notice of withdrawal is received by our office at least thirty (30) calendar days prior to the start of the scheduled course. *{Please note that the 25% deposit payment is calculated from the posted course fee on our training website and*



*not from any discounted course fee (if applied).} There will be **NO** refund in any cases if the written notice of withdrawal is received by our office less than thirty (30) calendar days before the start date of the scheduled course or if the delegate does not attend the training course at all with **no exception**. If the delegate registers for our training course less than thirty (30) calendar days from the start date of the course and decides to withdraw from the registered course, full payment of the required course fee shall be made and **no** refund of any paid amount shall be allowed in any circumstances. **Please note that verbal notification is not acceptable in any case.***

Intertek reserves the right to cancel any training courses at any time due to unforeseen circumstances. Intertek shall not be liable whatsoever in respect to the consequence of such cancellation. In the event that Intertek decides to cancel the training course, the registered delegate will be **automatically** transferred to our next available course of similar nature. If requested by the delegate, the delegate may also be entitled to receive a refund (if paid) or have the paid fee credited toward another training course.

Note: Please note that we use Intertek’s receipt date of your written notice to calculate the 30 calendar days.

Price Increases:

Intertek tries every effort to avoid increases in our course fees. In the event of a course fee increase, delegates will be notified.

Certificate Re-issue:

Intertek tries every effort to satisfy our customers. However, due to the large volume of requests to re-issue past course certificates for whatever reasons, it created a huge amount of workload to our Training Department. Intertek imposes a fee of \$99.00 plus applicable taxes (in US fund for students residing in US or internationally and in CAD fund for students residing in Canada) for each re-issued certificate with no exception. Upon receiving full payment, Intertek will issue the certificate in hardcopy and send it to the delegate’s provided mailing address via ordinary mail.

If you have any questions about our Public Training Course – Terms and Conditions, please feel free to contact our Program Manager, Training, Fanny Ho at (905) 876-6939.

Thanks a lot for your business in advance and look forward to seeing you in our training courses.