



## Professional Programs Terms and Conditions:

- Reproduction of course materials without the written consent of Genos Arabia and Qaitas is strictly prohibited.
- Full payment by cheque, bank transfer, cash deposit or PayPal is required no later than 15 days from the date of the invoice or 7 days before the commencement of the certification for late bookings. Failure to settle invoices by this date may result in the client being excluded from the course.
- Qaitas Human Resources Consultancies is entitled to charge interest at 2% per Month or part thereof on overdue payments.
- Qaitas Human Resources Consultancies reserves the right to cancel or arrange an alternative date for the certification. In such circumstances, Qaitas will provide notice of cancellation or change to the Client. In the event of cancellation, the Client will be entitled to a full refund of the course fee, but Qaitas shall not be liable for any other loss or expense arising.
- The Client may cancel the course booking by notifying Qaitas Human Resources Consultancies in writing as soon as possible. The Client shall also be deemed to have cancelled the course booking if the participant does not attend the sessions. The Client shall be liable to pay a cancellation fee as follows:
  - 4 weeks notice or more before the course start date - 100% of the fee
  - 2 weeks notice or more before the course start date - 50% of the fee
  - 1 week notice or more before the course start date - 25% of the fee
  - Less than 1 week notice before the course start date - 0% of the fee
- In the event that the participant is unable to attend the course booked due to unforeseen circumstances deemed valid by Qaitas Human Resources Consultancies, Qaitas Human Resources Consultancies will do its best to transfer the participant to an alternative course. If this is requested within more than six (6) weeks from the start date of the original course, then the only charges applicable will be an administration fee of \$200 plus any difference in the course price. If a transfer is requested with a minimum of three (3) weeks notice, a rebooking fee of 10% will apply. If a transfer is requested with less than two (2) weeks notice, 25% rebooking fee will apply.
- Qaitas Human Resources Consultancies will do its best to accommodate requests by the Client to substitute one participant for another but is under no obligation to do so. Such requests are subject to the replacement participant meeting the prerequisites for the course. In the event of a substitution, the Client shall pay an administration fee of \$200 plus any unavoidable costs relating to the change.
- For the avoidance of doubt, all of our online certifications are included as a Public Scheduled Course and upon issuance of course materials and access to the platform, 100% of the Course Fee is payable in the event of any cancellation.
- Applicable only for United Arab Emirates Clients, please note that as of 1st January 2018, the fees charged on all goods or services by Qaitas Human Resources Consultancies will be subject to VAT as prescribed under the United Arab Emirates Federal Decree-Law No. (8) Of 2017 on value added taxes.