

Terms and Conditions

1. Purpose

The purpose of this Policy is to ensure clarity and transparency around the training we offer, as well as the rights and responsibilities of the learner. This includes our policies on refunds, deferrals, and more.

2. Scope

This Policy applies to all training provided by Five Arches for Consulting and Training (referred to as (“we,” or “us,”)) to all learners. It outlines the terms for registration, participation, refund and deferral requests, and other related guidelines for any courses, or sessions offered by us.

3. Booking

- In-class and virtual courses can be booked by filling out the Student Registration Form, which is available on our website (www.five-arches.com), via email, or through WhatsApp.
- Submitting the Registration Form constitutes an offer to book a course with us. Upon submission, you will receive a WhatsApp message confirming your booking and access to the course. Additionally, the course outline will be sent as an informative document.

2. Payment Methods

- **By Learner:** A payment must be made prior to the session or course to confirm booking. Full payment details will be provided at the time of booking.
- **By Learner’s Organization:** A purchase order made out to us must be issued and sent upon acceptance of the training course quotation to confirm booking.

3. Refund Policy

- **Eligibility for Refund:** Learners may request a refund if they decide to cancel their enrollment within a specified period before the session starts. Refund eligibility depends on the timing of the cancellation:
 - Full Refund: If the cancellation is made 14 days prior to the session.
 - Partial Refund (50%): If the cancellation is made between 2 to 13 days prior to the session.
 - No Refund: If the cancellation is made less than 2 days before the session.
- **Refund Process:** Refund requests must be submitted in writing via email or through our designated form. All approved refunds will be processed within 28 days of approval.

4. Deferral Policy

- **Eligibility for Deferral:** If you are unable to attend a scheduled session, you may request to defer your participation to a later date. Deferrals are allowed under the following conditions:
 - Deferral requests must be made at least 2 days prior to the scheduled session.
 - You may defer a session only once.
 - Deferral are subject to availability for the same course or session type and must be completed within 3 months of the original session date.
- **Deferral Process:** To request a deferral, please notify us in writing with your preferred alternative dates. We will make every effort to accommodate your request but cannot guarantee availability.

5. Session Cancellation by Us

- In the event we need to cancel or reschedule a session for any reason, we will notify you as soon as possible and offer an alternative date or a refund, based on your preference.

6. Session for Explaining Terms and Conditions

- **The Aim of the Session:**
 - Provide a detailed explanation of the Terms and Conditions governing the learner's participation in the program.
 - Ensure the learner understands their rights and responsibilities, including those related to refunds, deferments, and cancellations.
 - Address any questions or concerns the learner may have regarding the policies, payment terms, or course details.
 - Confirm that the learner has fully understood the T&Cs and is in agreement with them before moving forward.
- **Timing of the Session**
 - The session will take place prior to the start of the learner's program or course, typically during the enrollment process or shortly thereafter.
 - The learners will be notified of the scheduled session time in advance and must attend this session either in person or via a virtual meeting platform (e.g., Zoom).

7. Learner's Responsibilities

- It is your responsibility to attend sessions on time. If you are unable to attend a session, it is essential that you notify us in advance to discuss possible options.
- All learners are expected to engage actively in the sessions. This includes following any guidelines provided, asking questions when needed, and completing any necessary assignments or tasks.
- You may not allow others to use your login credentials to access virtual courses.

8. Limitation of Liability

- We are not liable for any personal injury, damage, or loss resulting from your participation in the sessions. Your participation is voluntary, and you assume all risks associated with it.
- We are not liable for any actions taken as a result of information presented in the courses, including course materials. Opinions expressed are those of the individual trainers and not necessarily those of us. Participants should seek professional advice for specific situations.

9. Warranty

- We reserve the right to substitute trainers at any time, should it be necessary.
- We do not warrant uninterrupted online sessions, as Wi-Fi connections may vary. Any lost time due to connection issues will be compensated.

10. Ownership and Intellectual Property Rights

- All training materials, including course content, slides, textbooks, and recorded sessions, are owned by us.
- Participants are granted a non-exclusive, non-transferable license to use the materials for personal reference only.
- Unauthorized copying, reproducing, or distributing any materials is strictly prohibited.

11. Participant's Information

- Your information will be held by us and will only be used for the purpose of administering training courses.
- We may store and process your data in a CRM system. Your information will not be kept for longer than necessary for business or legal reasons.
- We may use your details to communicate future training opportunities or events.
- By submitting the Participant Registration Form, you consent to the processing of your data as outlined.

12. Photography

We may arrange photographs during the training. If you do not wish for your photo to be used for promotional purposes, please inform the course administrator before the session begins.

13. Health and Safety

You must comply with all health and safety regulations at the training venue or online platform.

14. Participant Feedback

At the end of each class, participants will receive a feedback survey to assess satisfaction. This feedback will be used to improve course content and delivery.

15. Dispute Resolution

In the event of a dispute, we will make reasonable efforts to resolve it through consultation or negotiation in good faith.

16. Force Majeure

We will not be liable for failure to perform any obligations due to Force Majeure events, including war, terrorism, governmental actions, natural disasters, or industrial disputes.

17. Changes to the Policy

We reserve the right to update or modify this Policy at any time. Any changes will be communicated to you, and the updated Policy will be made available on our website or sent to you directly.

18. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of Jordan. Any disputes will be subject to the exclusive jurisdiction of the courts of Jordan.

19. Contact Us

If you have any questions or concerns about this Policy, please contact us at info@five-arches.com or call +962796958453.

20. Disclaimer:

By signing or acknowledging this document, you confirm that you have read, understood, and accepted the Terms and Conditions outlined in this Policy. You also confirm that you have received a session explaining these Terms and Conditions and have had the opportunity to ask questions.

Learner Name: _____

Learner Signature: _____

Date: _____

Academy Representative: _____

Representative Signature: _____

Date: _____