

# Intellect Learning & Development Programmes

## Terms and Conditions

### 1. Programme Booking Process:

- 1.1 All booking requests must be submitted via our booking platform within the following timeframes:
- 1.1.1 For Webinars, Seminars, and Panel Discussions (60-minute live sessions) and Mindfulness Sessions (30-minute live sessions):
- At least 4 weeks in advance for English language sessions.
  - At least 6 weeks in advance for sessions in localised languages.
- 1.1.2 For Interactive Workshops (3-hour live sessions):
- At least 6 weeks in advance for English language sessions.
- 1.1.5 Bookings will be confirmed only upon email confirmation from your Intellect Point of Contact (POC).

### 2. Booking Modifications or Rescheduling:

#### 2.1 Rescheduling Policy

- 2.1.1 Clients may reschedule a program booking with a minimum of 5 working days' notice. Confirmation of the rescheduled date is subject to the trainer's and calendar's availability.
- 2.1.2 Rescheduling with less than 5 working days' notice is considered a late cancellation and will result in a 100% fee charge.

#### 2.2 Change of Topic Policy

- 2.2.1 Requests to change topics after booking confirmation will be evaluated on a case-by-case basis and must be submitted at least 10 working days before the scheduled session date. Confirmation of the change of topic is subject to the trainer's availability.

### 3. Cancellations

- 3.1 Cancellation requests received by Intellect at least 10 full working days prior to the scheduled session will be eligible for a complete refund.
- 3.2 To receive a full refund, cancellation requests must be submitted in writing and acknowledged by Intellect no later than 10 full working days before the session.
- 3.3 Cancellations made fewer than 10 full working days of the scheduled session are non-refundable.

### 4. Content Customisations:

- 4.1 **Standardized Session Content with Minor Adaptations:** The session content is standardized, but minor changes can be made to suit the target audience. These include modifications to the title, poll questions, activities, and examples.
- 4.2 **Additional Customization Requires Advance Notice and Incurs Additional Fees:** Requests for additional customizations, such as changes to the content, presentation

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deck or adding content beyond the L&D Catalogue is subjected to approval and will require at least 2-4 months' prior notice with additional fees charged.

- 4.3 **Limited Revisions for Customized Content:** If customization requested is approved, a maximum of 2 content revisions are allowed. The final revision request must be submitted 1 month before the scheduled session.
- 4.4 **Additional Fees Based on Customization Extent:** The amount of extra fees will depend on how much content customization is requested. All additional costs will be communicated and agreed upon before the customization is finalized.

### 5. Session Timings

- 5.1 The session will commence promptly at the designated start time, as specified in the confirmation email. Clients and trainers are expected to arrive at the venue 30 minutes prior for onsite sessions or log in 15 minutes early for online sessions to prepare and ensure a seamless start.
- 5.2 Please note that any delays caused by participants will not result in an extension of the session's allocated duration.
- 5.3 If a session cannot begin within 15 minutes of the scheduled start time due to delays on the client's end (e.g., room not opened, host not present, or setup incomplete), and no prior notice or valid reason is given, Intellect may consider it a late cancellation. This will incur a 100% fee.

### 6. Incident Management and Resolution

- 6.1 In the event of unplanned technical disruption during a session, Intellect will use commercially reasonable efforts to restore service within 15 minutes of the start of the disruption. If the issue cannot be resolved within this timeframe, the session will be complimentary and will be rescheduled at the earliest mutually available date, no later than the following week, if possible.
- 6.2 If the assigned trainer is unable to deliver the session on the scheduled date due to unforeseen circumstances, the host reserves the right to substitute the trainer with another qualified trainer at its sole discretion. Alternatively, the client will be offered the option to reschedule the session to a mutually agreeable date.
- 6.3 In the event that a session is cancelled by Intellect more than 5 working days before the scheduled date due to unforeseen circumstances, the session will be rescheduled at the earliest available date, subject to mutual availability.
- 6.4 In the event that a session is cancelled by Intellect less than 5 days before the scheduled date due to unforeseen circumstances, the session will be offered as a complimentary session, and the rescheduled date will be offered at the earliest available date, subject to mutual availability.

### 7. Force Majeure Clause

- 7.1 In the event of unforeseen and unavoidable circumstances beyond the control of

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Intellect—such as medical emergencies, trainer illness, extreme weather, transport disruptions, or other force majeure events—Intellect reserves the right to cancel or reschedule the training session at short notice. The training session will be rescheduled at the earliest available date, subject to mutual availability.