

TERMS AND CONDITIONS OF TRAINING PROGRAMMES

REGISTRATION

A participant is successfully enrolled for the course/workshop once an invoice is generated.

PAYMENT

Course/Workshop fees are due upon successful registration and payment shall be made at least **7 working days** from the invoice date or before course/workshop date, whichever is earlier. SOS reserves the right to refuse admission if payment is not received in full before a course/workshop date.

NO SHOW

There will be STRICTLY no refund of fees for no-show.

CANCELLATION

There will be strictly no cancellation once the participant is successfully enrolled for the course/workshop and the participant is liable for the settlement of the full course/workshop fee. However, participant can request for postponement or replacement as outlined below within the stipulated timelines and subject to the availability of the next class and approval of SOS.

REQUEST FOR POSTPONEMENT

Upon successful of registration, any request for postponement must be submitted in writing to externaltraining@sos.org.sg at least **10 working days** before the course/workshop date and subject to the availability of next class and approval of SOS.

Should the postponement be due to unforeseen medical or compassionate reasons, the registrant shall submit an appeal request to SOS no later than **2 working days** after the course/workshop start date. Approvals may be granted with supporting documents, on a case-by-case basis. SOS reserves the right to reject unverified appeals, or those which are no medical or compassionate reasons.

REPLACEMENT OF PARTICIPANT

Upon successful of registration, any request for replacement participant must be submitted in writing to externaltraining@sos.org.sg at least **3 working days** prior to the course/workshop date and subject to the approval of SOS.

CANCELLATION BY SOS

SOS will exercise all possible care to run the confirmed courses/workshop as scheduled. However, in the event of unforeseen circumstances or low enrolment, SOS reserves the right to cancel, defer, change venue, mode of delivery and course/workshop date. SOS will make all reasonable effort to notify participants of changes, should this happen. If SOS cancels a course/workshop, a full refund will be made to registrants.