

## Terms and Conditions

### Registration

- Seats will be offered on a first-come-first-served basis. For details, please contact us at (852) 2202 9111.
- Registrants/participants are liable to settle the entire course fee once the enrolment form has been submitted.
- Confirmation of class schedule will be sent one week before class starts. If you do not receive any confirmation three days prior to the course, please call (852) 2202 9111.
- Payment should be made together with the enrolment form before the course commencement.
- Official receipt will only be issued upon written request.

### Discount

- Early bird discount (applicable to selected course only)
  - o For courses with early bird discount offered, delegate should register and settle the payment before early bird deadline to entitle the discount.
  - o Early bird discount cannot be applied in conjunction with any other special offer determined by HKQAA.
- Corporate discount
- 10% discount will be offered to a group of three or more to enroll on the same course and date. (applicable to selected course only)
  - o Corporate discount is not applicable to course below HKD500 and some specific courses.
- Those who settle payment by purchase card cannot entitle to any discount offer.

### Cancellation

- Course fee is non-refundable or non-transferable to other courses unless a formal written request of withdrawal is received by HKQAA at least three weeks before the class commencement. Late enrollments are subject to the same cancellation deadline.
- For early bird enrolment, cancellation request must be made before the early bird payment deadline.
- Should a delegate fails to attend or withdraw after cancellation deadline, the full course fee remains payable.

### Postponement

For any postponement request, HKQAA will endeavor to accommodate suitable alternatives wherever possible. The request should be made three weeks before the course commencement. Course fee cannot be waived or refunded.

### Substitution

There will be no charge if a substitute person from the same organization wishes to replace the original delegate on the same course and date.

### Certificate of Attendance

Certificate of Attendance will only be issued to participants who have attended the full course with no less than 90% attendance. No certificate will be issued for half-day course.

*All the above services are subject to HKQAA's general terms and conditions as published and amended by HKQAA from time to time without prior notice. HKQAA reserves the right to cancel the course, change the trainer, content, date, time and / or venue as necessary.*