

Terms and Conditions

1. Registration

- 1.1 Acceptance of the registration is subject to availability of seats for the cohort.
- 1.2 A welcome email confirming the program will be issued usually one (1) week before the program start date.
- 1.3 Additional books will be required to supplement the learning as part of the coach certification program. The registered participant will be required to purchase hardcopy books or e-books on their own. Details of the books purchase will be provided during program commencement.
- 1.4 The personal data collected will be used for the purposes of managing and administering the program, examination and certification and may be disclosed to Progress-U's partners and service providers and certification awarding bodies. The registered participant's consent of the above is required for the attendance of the program.

2. Payment

- 2.1 The registered participant is deemed to have accepted the terms and conditions herein upon payment of the program fees.
- 2.2 All payment must be received by Progress-U by the payment due date, prior to the commencement of the program. Failing which, the registered participant will not be allowed to join the upcoming intake and will join the next intake after the full payment is received.
- 2.3 All program fees reflected on the website are net of any taxes.

3. Changes and Modifications

- 3.1 The program schedule, content, fees and availability may be subjected to change.
- 3.2 In the event of any changes as stated in Clause 3.1, the registered participant may exercise one of the following options:
 - (a) Enrol in the same program with the new schedule. If there is a change in the program fee for the said programme, the registered participant shall pay the difference between the old fee and the new fee.
 - (b) Withdraw from the program. Progress-U will refund the full fee if the registered participant had already paid the fee.

4. Substitution

- 4.1 The registered participant may invite another person, or another person within the same organisation, to substitute his/her place in the program. All requests to transfer a registration must be received in email at letschat@progressu.com no later than five (5) working days prior to the program commencement. Such requests are subjected to approval by Progress-U.

5. Cancellation, Withdrawal and Refund

- 5.1 Progress-U reserves the right to cancel any program at its absolute discretion. In the event that the registered participant's program is cancelled prior to its commencement, Progress-U will refund the full program fees already paid by the registered participant.
- 5.2 Any request to withdraw from a confirmed program must be received in writing. An administration fee of USD\$500 will be imposed for withdrawal. The refund policy for a withdrawal is as follows:

Before 1 month prior to program commencement	Full refund less administration fee of USD\$500
14 days prior to program commencement	50% refund less administration fee of USD\$500
Up to 14 days prior to program commencement	No refund

6. Deferment

- 6.1 Any request to defer from a confirmed program must be received in writing. The deferment policy is as follows:

a)	Deferment is only allowed once for each confirmed program upon request submitted by registrant, up to one week after the program commencement date.
b)	In cases where there is an increase in course fees to join the deferred program run, the registrant is liable to pay the difference in fees accordingly.

7. Repeat Module

- 7.2 A registered participant will be required to attend a minimum number of sessions in the program. If the participant missed more sessions than permitted as established by Progress-U guidelines (stated in Progress-U program participant's guide), the participant will be required to repeat such module with an upcoming cohort. There will be a USD\$250 administration charge to be paid.

8. Assignment Deadline Extension

- 8.1 A registered participant will need to complete all assignments and program requirements within 1 year from the commencement of the program.
- 8.2 Should a participant request for assignment deadline extension, there will be an administration charge of USD\$250 for Progress-U to process the request.

9. Alumni Community & Outreach

- 9.1 Upon completion of the program, the registered participant will be part of the Progress-U Alumni Community. Progress-U aims to keep the Alumni community informed of Progress-U initiatives and activities, programs, invitation to events, updating of participant's information and sending of communication collaterals.

- 9.2 By signing up for Progress-U coach certification program, the registered participant will be added to Progress-U mailing list to receive related marketing, advertising and promotional information, via electronic mail, or any other social media platforms, and/or voice calls.

10. Intellectual Property

- 10.1 Information, materials, and content provided by Progress-U in the context of the coach certification program, including but not limited to course materials, training modules, manuals, presentations, exercises, and any other related materials (hereinafter collectively referred to as "Materials"), are the exclusive property of Progress-U or its licensors, and are protected under intellectual property laws.
- 10.2 If the registered participant wishes to use any part of the Materials or any information obtained from any Progress-U programs for purposes other than personal use, they must seek prior written permission from Progress-U. Such requests should be made in writing to letschat@progressu.com to seek approval.
- 10.3 The sponsoring organisation and/or registered participant shall observe all the legal requirements of copyright for all materials issued by Progress-U.