

TRAINING AGREEMENT

This Training Agreement (“Agreement”) is entered into on *(date)* _____ between *(Student’s Name)* _____, hereinafter referred to as the “Student,” and **Al Tief Educational Institute FZ LLC**, hereinafter referred to as the “Institute”. This Agreement outlines the terms and conditions under which the student will participate in the program offered by the Institute.

1. Responsibilities of the Institute

- 1.1 The Institute agrees to provide the student with the agreed-upon training program as detailed in the registration form and summarized in the below table.

Course Name:

Course Duration:

Course Fee:

- 1.2 The Institute will ensure that qualified instructors and appropriate learning resources are made available to facilitate the training.
- 1.3 The Institute will provide ongoing support to the student throughout the duration of the training program.
- 1.4 The Institute reserves the right to make changes to the training program schedule, curriculum, or instructors if deemed necessary.

2. Responsibilities of the Student

- 2.1 The Student agrees to actively participate in all aspects of the training program, including attending classes on time, completing assignments given by the teacher, and engaging in classroom discussions.
- 2.2 The Student shall abide by the rules and regulations of the Institute and maintain respectful behavior towards instructors, admin and fellow students.
- 2.3 The Student will promptly notify the Institute of any concerns, challenges, or requests for accommodations related to the training program.
- 2.4 The Student grants the Institute permission to use their likeness, testimonials, and project work for promotional purposes. These could be but not limited to Social Media platforms, banners & the institute’s website.

3. Refund Policy

- 3.1 **Registration Fee:** Any registration fee paid by the student is non-refundable and will not be subject to any refund.
- 3.2 **Tuition Refund Percentages:**
- ❖ 0% Refund: If the Student withdraws from the program after one week of registration, no refund will be provided.
 - ❖ 50% Refund: If the Student withdraws within the first week of registration (7 days), the Institute will provide a refund of 50% of the tuition fee paid.
 - ❖ 100% Refund: If the Student withdraws within 24 hours of registration, the Institute will provide a full refund of the tuition fee paid.
- 3.3 **Exam Fees:** Fees paid for examinations administered by a third-party board are governed by the refund policy established by the issuing board. A deduction of 25% from the total fees paid will be made to cover administrative expenses incurred by the Institute. Following approval of the refund by the issuing board, the Institute will provide

the student with a credit note. This credit note will reflect the remaining amount after deducting the administrative fees. The credit note can be utilized towards enrolling in other courses offered by the Institute and can also be transferred to a first-degree relative.

- 3.4 Refund Process: To request a refund, the student must submit the refund/withdrawal notice to the Institute. The refund will be processed within 10 working days from the date of the approval of the withdrawal notice.

4. Payments

- 4.1 Clients can make payments through bank transfers using the provided bank account details. It is essential to include the invoice number or relevant reference name in the payment description to ensure accurate allocation.

Account Name	AL TIEF EDUCATIONAL INSTITUTE FZ LLC
Account Number	0373573873001
IBAN	AE640400000373573873001
Currency	AED – Dirhams
Bank Name	RAK Bank
Swift Code	NRAKAEAK
Branch	AL QUSAIS, DUBAI

- 4.2 The Company should be notified immediately after the bank transfer has been initiated, along with the transaction screenshot.
- 4.3 **Bank transfers** that are successfully processed by the 5pm cut-off time will secure a definite class reservation for the following working day. Payments done after this cut-off time will enable class scheduling based on the teacher's availability.
- 4.4 The Company accepts major **credit and debit cards** for payment, including Visa, MasterCard, JCB, and Discover.
- 4.5 Secure **online payment** processing is available on request. Clients can follow the provided instructions to make payments securely using their credit or debit cards.
- 4.6 For **in-person transactions**, clients can visit our office and present their credit or debit card for payment. Our staff will facilitate the payment process through our secure payment terminal.
- 4.7 A bank charge of 3% applies to all payments made via debit or credit card.
- 4.8 Cash payments are accepted in local currency, and other major international currency such as USD, GBP, EUR and CAD at our office during regular business hours.
- 4.9 Cheque payments should be issued in the name of the Institute as "**AL TIEF EDUCATIONAL INSTITUTE FZ LLC.**" The bearer of the cheque must provide proof of identification, such as an Emirates ID or passport. A penalty of AED 105 will be applied for any cheque that is returned due to insufficient funds or writing mistakes.

By signing below, the parties acknowledge that they have read and understood the terms of this Agreement and agree to be bound by its terms.

Student Name & Signature

Parents/Guardian Name & Signature

Al Tief Educational Institute