



Terms and Conditions

Section (1): Internal Employees Rules and Regulations

1. All employees must act with honesty and professionalism.
2. **Responsibilities:** Employees are expected to fulfil their duties in their contracts, meet deadlines, and maintain accurate records of all training and construction activities.
3. **Confidentiality:** all clients' data and company training and consultation activities must remain confidential. Sharing this information without permission is a serious violation.
4. **Use of system:** company data must only be used for official business after sharing it with the higher management. No data is allowed to be published without permission. Company platforms are strictly used with permission.
5. **Ethical principle:** Employees are requested to follow the ethical principle. The company shall fire those who are involved in corruption or bribery without notifying them.
6. **Ethical principle:** Employees are responsible for safeguarding the company's assets, including the secure handling of financial transactions. Violent acts will lead to fire.
7. **Ethical principle:** Employees are expected to uphold a positive image and adhere to the company's code of conduct when dealing with clients. Any act of violence will result in termination.
8. **Transparency:** Employees are expected to interact with clients transparently and truthfully, upholding professional values and fostering mutual



Section (2): Client's Rules and Regulations

Registration and Confirmation

1. All clients must complete the registration process before attending any training or consultation service.
2. Confirmation of participation is required at least 48 hours before the session.

Payment Terms

1. Full payment must be settled 48 hrs before the commencement of any service or training unless otherwise agreed in writing. Late payments may result in the cancellation of the reservation.
2. Fees are non-refundable unless the service or training is cancelled by the company. In such cases, participants may opt for a full refund or reschedule.
3. Payments can be made via bank transfer, credit/debit card, or approved digital payment platforms. Cash payments may be accepted in person if arranged in advance.
4. Participants are required to send proof of payment via email or upload it through the registration portal.
5. Official receipts will be issued upon confirmation of payment.
6. Installments may be offered for professional courses only, subject to prior agreement and company approval.



Code of Conduct

1. Clients are expected to act respectfully and professionally toward trainers, consultants, and other participants.
2. Disruptive behavior, harassment, or offensive language will not be tolerated and may result in immediate removal without a refund.

Cancellations and Rescheduling

Clients must notify the company in writing at least 3 days in advance to reschedule or cancel a session. Last-minute cancellations may incur fees.

Liability Disclaimer

The company is not liable for any losses or damages incurred due to decisions made based on training or consultation sessions.

Feedback and Evaluation

Clients are invited to share their feedback at the end of each course, webinar, or conference to assist in enhancing the quality of our services.

Intellectual Property

All training and consultation materials are the intellectual property of the company and are provided for personal or organizational use only. Reproduction or redistribution is strictly prohibited.

Punctuality and Attendance

Clients should arrive on time for all sessions. Late arrivals may not be admitted, and repeated tardiness could lead to dismissal from the course.



Eligibility for Certificate

1. Certificates are awarded only to participants who attend at least 90% of the training sessions. For webinars, certificates are optional and issued upon participant request.
2. Certificates will be issued within 5–7 business days after the completion of the training program. In case of changes, participants will be notified via email.
3. Active participation and completion of any required assessments or assignments are mandatory.
4. Participants must ensure that their names are registered exactly as they would like them to appear on the certificate, as no changes will be made afterward.
5. Certificates are usually provided in digital format (PDF). Printed copies can be requested for an additional fee.
6. The certificate fee ranges from 3 B.D. for short courses and workshops to 5 B.D. for courses and conferences.
7. The certificate for accredited courses will not be included in the course fee and must be paid separately, as required.
8. Replacement certificates may be issued upon written request. A reissuance fee and identity verification may apply.
9. Certificates are issued individually and are non-transferable. They cannot be shared or used by anyone other than the named participant, unless otherwise agreed upon.
10. The company reserves the right to revoke a certificate if it is discovered that the participant violated any rules during the training program or obtained the certificate through fraudulent means.