

## Terms & Conditions

### 1. Enrolment & Confirmation

- I. Except in exceptional circumstances, payment for enrolment has to be made or Purchase order has to be issued to “Petrofac Training Pte Ltd” at least 10 working days before the course commencement.
- II. Confirmation of enrolment for any course will only be made upon the receipt of full payment of the course fee, complete documentation and application form.
- III. Confirmation of your enrolment of your selected class will be emailed to you at least 3 working days before course commencement. Upon receipt of email confirmation, please print and bring along on the confirmation on the first day of class. Please contact us at 6880 2000 or email to [ptc.singapore@petrofactraining.com](mailto:ptc.singapore@petrofactraining.com) if you did not receive the confirmation.
- IV. Acceptance of enrolment is subject to seat availability.

### 2. Cancellation/ Withdrawal/ Postponement & Refund Policy

- I. Participants must adhere to the course and assessment schedules selected as there will be no makeup session(s).
- II. All cancellation, withdrawal or postponement of a confirmed booking request **MUST** be made at least 10 working days before the course commencement. All requests must be made in writing and is subjected to confirmation.
- III. Refund of course fees will be based on the following conditions:

When ‘Written Notice of Cancellation, Withdrawal or Postponement’ is received	Refund Policy
More than 10 working days before course commencement date	Full refund of the course fees paid
4 - 10 working days before course commencement date	Refund of 50% of the course fees paid
3 or less working days before course commencement	No refund
On or after course commencement	No refund

- IV. Refund will be made within Thirty (30) days from the date of written approval.

### 3. Training and Assessment

For courses with assessment/s,

- I. Participant **MUST** achieve a minimum of 75% attendance (including Medical Certificate & Hospitalization) to be eligible to sit for the assessment/s.
- II. Participant need to bring along the following:
  - a. Identity card (NRIC/ Work Permit/ Fin/ Passport/ Employment Pass)
  - b. Stationary (Pen/ Eraser/ Correction Fluid/ Calculator)
- III. In the case of making appeal concerning assessment result/s, participant must submit his/her request in writing and spell out the reasons for the appeal with the relevant documents within 1 week after the release of the assessment result. A non refundable administrative fee of \$30 will be charged.
- IV. CPTC reserves the rights to proceed with a re-assessment if required.
- V. Certificates of achievement will only be issued to participants after **full payment** of the course has been received.

### 4. Miscellaneous

- I. CPTC reserves the right to cancel or re-schedule the class or change of the course fee without prior notice.
- II. CPTC reserves the right to call for your original documents for verification.
- III. CPTC reserves the right to amend the terms and conditions without prior notice.