



General Terms & Conditions

Community Agreement

All members of our community, including participants, staff, and instructors, are asked to uphold the following Community Agreement. By registering for a program, you are agreeing to uphold the following agreement and expectations. Failure to adhere to the Community Agreement may result in the withholding of your certificate of participation.

- Respect for the others
- Honesty in all interactions
- Commitment to creating a safe program environment
- Accountability for personal actions and conduct
- Compliance with all classroom guidance
- Attendance and full participation for the duration of the program

How do I register for your training courses?

Kindly visit www.ubi-mena.com

Booking confirmation

Once we have processed your registration, kindly provide us with bank invoice slip and, we will email you a confirmation with an invoice within 48 hours. Please note that by registering you are provisionally booking your place on the training course. Full payment is required before the training commences. Your full enrollment is guaranteed once payment has been received.

PAYMENT, CANCELLATION & REFUND POLICY

Full payment is required 15 days prior to the training session.

Due to program demand and the volume of pre-program preparation. No refunds will be issued for non- attendance or cancellation. Participants who wish to transfer to a different training course will be subject to the same terms as above and charged any difference in training course fees. Written notice is required and with respect to the time limits detailed above. No refunds will be issued for non- attendance.

NON-ATTENDANCE

We accept no liability if a delegate is unable to attend an event or a delay due to any reason. If a delegate is unable to attend, transfer fees will apply.

ATTENDANCE ON THE COURSE

We reserve the right to ask a delegate to leave a training course if it is felt that they are unable to participate and contribute to the learning of the course. This includes inappropriate behavior and actions that are detrimental to the learning received by other participants on the course. (Private and Small Groups) Dear valuable client kindly note that if you didn't show up within 20 minutes from the previously agreed upon time, your session will be cancelled and it will not be refund. And if UBI team failed to contact you to schedule your session within two weeks non-attendance terms and conditions will apply.

FORCE MAJEURE

We reserve the right to cancel or postpone events under circumstances beyond our control such as Governmental Regulation, Fire, War, Terrorist Activity or Civil Commotion. Cancellation, refund and transfer policy applies. Please contact us directly should you require further details on our cancellation, refund and transfer policy.

JOINING INSTRUCTIONS

On receipt of written confirmation, we will issue complete joining instructions detailing your participation in the training event. This includes a learning objectives questionnaire, a location map, venue details and course agenda.

LEARNING OBJECTIVES

Learning objectives questionnaires have been designed to establish individual training needs. These questionnaires represent an essential part of our course refinement process and enable trainers to understand the individual needs of the delegates.

Can I send replacement participants?

Yes, of course. This is often the best alternative to a cancellation. Please contact us and provide details of the new participant 48 hours in advance of the training course starting time.

ABOUT THE TRAINING COURSE

What format do your training courses take i.e. lecture, group discussion?

By attending one of our training courses, you are agreeing to actively participate. As far as possible our training courses are interactive and exciting learning experiences. Of course, the training consultants need to take the lead but we encourage group discussions and the sharing of ideas and experiences.

How large are group sizes on your open public training courses?

Our open public training group sizes range from 15 to 35 persons, ensuring you have sufficient face- time and personal contact with your fellow participants.

Private Classes (One on one)

What is the dress code for your training courses?

We recommend a smart casual dress code.

GENERAL

Copyright

All training programmes are copyrighted by UBI.

We do not allow any reproduction of the training materials, nor audio or video recording unless special permission is granted in writing.

Data Protection

Kindly note that all information held by us about you will be kept secure and confidential.

COURSE DATES AND VENUES

We reserve the right to alter or cancel published dates and change venues without liability. In the event of a cancellation where an alternative cannot be provided, monies received in respect of that course can be refunded in full. UBI is not liable for any travel and accommodation costs.

Change of Venue

We reserve the right to change the venue for reasons beyond our control. However, we guarantee that the course shall take place in the same city and in a location of the same category as indicated originally.

Course Description

Due to the fluid nature of training courses and our commitment to continuous improvement, we reserve the right to change the course content and/or trainer at any time in line with market demands.

CORPORATE PAYMENTS

In case the training fees will be paid after the training, the corporate has to pay for the registered delegates once we have received their registration forms, even if they didn't show up.

PRIVACY POLICY

The safety of your personal information is something that we take very seriously and we are committed to protecting and respecting your privacy.

This Privacy Policy explains how we use, process and protect your personal information for the purposes of communications and delivery of certain services for email updates that we send, the use of our website and at events run by us (or on our behalf) which you attend. If you have any questions about what we have set out below then please contact us +201111126599

Acknowledgement that photographs / videos taken by staff or fellow participants during the program may be shared on public social media sites. (Media Release signature will be requested at a later date).

SAFETY GUIDELINES:

UBI aims to provide an environment that enables delegate learning and provides a safe place for attendees during the public health emergency occasioned by the global COVID-19 pandemic.

UBI is also guided by public health practices and will promote shared responsibility among all delegates

In order to make an informed decision, it is important that all delegates to read, understand,

acknowledge, and agree to the rules and guidelines that will be in place. These rules and guidelines may be updated and revised as we receive additional guidance from the government Community Accountability:

- Any alleged violations of this compact will be reviewed by a Community Council, which will have authority to ask the delegate to leave.
- If at any point I find I am unable to comply with the rules set forth in this compact, I will remove myself from class and complete the class virtually, dates based on the instructor's availability.
- I agree to abide by any new rules and guidelines as promulgated by the government during the class duration.

Section : Conflict

In the event of any conflict between the sections of this Declaration and the provisions of any Agreement, the terms in the Declaration shall prevail but only to the extent of that conflict or inconsistency. This Declaration is governed and construed by the laws of Arab Republic of Egypt and any dispute arising from or in connection with the interpretation or implementation of this Declaration shall be settled amicably within thirty (30) days, failing which, it shall be finally settled the competent Egyptian court.