

## Terms & Conditions

### General Terms and Conditions ("General Conditions") for services provided by Success Strategy Pte Ltd.

Success Strategy Pte Ltd (c/o reg. 199700354Z) is the sole licensed provider for Dale Carnegie Training programs in Singapore.

**1. PRIVACY POLICY** – Success Strategy Pte Ltd is committed to protect the privacy of individuals and/or organizations we do business with. We process data collected to deliver the agreed upon service. Success Strategy adheres to Singapore Data Protection Act 2012 (PDPA). Refer to: <https://www.pdpc.gov.sg/Overview-of-PDPA/The-Legislation/Personal-Data-Protection-Act>

**2. PAYMENT TERMS** - 100% payment to be made at least 10 working days before the commencement of the program.

**3. CANCELLATION / TRANSFER POLICY** – Advanced written notice must be provided for any cancellation or transfer requests prior to the start date of the program. Success Strategy Pte Ltd reserves the right to charge below penalties due to cancellation or transfer.

**3.1 Request to cancel enrolment (>10 working days written notice):** Course fees paid in advance will be refunded less administrative charge of SGD 100 +8% GST.

**3.2 Request to cancel enrolment (≤10 working days written notice):** Subject to the following penalty fees and administrative charge.

6 - 10 working days written notice	30% of the tuition fee / 70% refund of the course fee paid in advance
1 - 5 working day written notice	50% of the tuition fee / 50% refund of the course fee paid in advance
Less than 24 hours or without prior written notice	100% of the tuition fee / No refund

Refund of the course fee paid in advance will be less administrative charge of SGD 100.00 + 8% GST.

**3.3 Request to transfer enrolment (>10 working days written notice):** One-time free transfer to a subsequent run allowed. Any subsequent transfers will incur an administrative charge of SGD 100 + 8% GST.

**3.4 Request to transfer enrolment (≤10 working days written notice):** Subject to the following penalty fees:

6 - 10 working days written notice	30% of the tuition fee
1 - 5 working day written notice	50% of the tuition fee
Less than 24 hours or without prior written notice	100% of the tuition fee (no transfer allowed)

**4. RESCHEDULING OR CANCELLATION OF THE PROGRAM** - Success Strategy Pte Ltd reserves the right to amend the class schedule or cancel the class if the minimum number of participants required was not reached or in any unforeseen circumstances.

**4.1 A minimum class size applies for each class run.** Success Strategy Pte Ltd reserves the right to re-schedule or cancel the class if minimum numbers are not met.

**4.2 Sales consultant will assist in the transfer to the next available class date at no additional cost to you** or transfer your credits to a different program subject to top-up of the class fee difference where applicable.