

**CANCELLATION & REFUND POLICY,
SERVICE TERMS & CONDITIONS FOR EIBFS VENUE
RENTAL AND EIBFS TRAINING**

EIBFS Venue Rental

A rental quotation is valid for 30 days from the date of issue. The final confirmation of booking shall be approved after EIBFS receive a 20% deposit payment of the quotation amount. This payment is expected within 7 days upon receiving the invoice.

The final date for free cancellation or rescheduling of the booking is 30 calendar days before event date.

For any cancellation or rescheduling of the event within 30 calendar days before the event date, EIBFS has a right to deduct the following charges from the deposit made

- 15-30 calendar days before the event: 25% deduction will apply
- 14-8 calendar days before the event: 40% deduction will apply
- 7-0 days calendar days before the event: 100% deduction will apply

EIBFS Annual Training Plan Training Programs

Participants nominated for EIBFS Annual Training Plan (ATP) programs by our clients are required to attend the full course, are expected to be punctual and fully participate in the program they are attending. The attendees are expected to arrive or sign in 20 minutes before the start of the training. If unable to attend or in the case of lateness the participant must notify the EIBFS Training Department on training@eibfs.com.

Attendance reports will be viewed by EIBFS through an online system. Certificates will not be issued for non-attendance of part of a program if it extends to more than 20% of the total duration of the program.

Participant names printed on certificates will be printed in the same way as entered in the EIBFS Training Portal. The EIBFS Training Department will not be held responsible for re-issuing certificates due to name errors. The cost of re-issuing EIBFS certificates is 100AED + VAT per certificate.

EIBFS strictly discourages cancellations and/or no-shows for booked ATP training. As the blocked space on the program could be given to another

learner. The frequency of cancellations and/or no-shows by clients and participants will be reviewed by EIBFS Management. Clients or participants with a high number of cancellations and/or no-shows will not be given priority booking for future program registrations.

The annual contribution is paid to EIBFS for the public schedules of the ATP programs. Insight E-learning platform is provided complimentary by EIBFS Management for a limited time.

No additional exclusive sessions are to be provided. Any additional exclusive sessions required will be subject to additional charges.

EIBFS Private or Customized Training Programs

If a client no longer requires a paid private program, a notice of cancellation of the booking must be provided. The following charges on the value of the program will apply:

- 15-30 calendar days before the program start date: 25% of the program value
- 14-8 calendar days before the program start date: 40% of the program value
- 7-0 days calendar days before the program start date: 100% of the program value

Occasionally it is necessary for private programs to be rescheduled. EIBFS will endeavor to be flexible towards any private program reschedule requests. There will be no reschedule charge if the requests are received at least 30 or more days before the private program commencement date, and if the rescheduled date is agreed within a 2-month period after the initial program date.

The above specified notice periods and cancellation fees also apply for program bookings with our strategic partners. This cancellation policy is in line with our contractual agreements with the external partners and consultants, it also includes the cost of any venues or accommodation that is booked for the program through EIBFS.

All private program participant registrations must be made by the client at least 7 calendar days before the program start date to allow a sufficient time for the EIBFS Training Department to send out program confirmations and raise an invoice. In the case of late registrations by the client EIBFS will not be able to guarantee timely program confirmations and a space on the program.

If a participant cannot attend a paid private EIBFS program a written notice of at least 7 days' must be given to have them to be removed from the program. For any absence of participants to any exclusive or paid programs EIBFS is not liable to reschedule extra free session/s to ensure the no-shows are trained or certified. Failure of attendance or the lack of nominations from the client side is not the responsibility of EIBFS. Any additional exclusive sessions required will be subject to additional charges.

Cancellations of paid private programs delivered by our strategic partners will not be accepted. At least 60 calendar days' notice may be given to EIBFS to have the date rescheduled within a 2-month period from the initial program date. A cancellation will not be permitted for individual participants once they are accepted onto the program. The client will need to find someone else to attend in replacement or pay in full for the cancelled participant.

Proposals will take at least 14 calendar days to prepare and to be submitted to the client. Any request for a proposal or quotations must be submitted to EIBFS in writing or via an RFP document. Any proposal or quotation that requires immediate submission to the client before 14 calendar days will be subject to an additional fee of 10% of the final cost of the program.

A design fee will be charged by EIBFS for customized program proposals at 10% of the program value or at a maximum amount of 15,000AED + VAT depending on the program. This payment will be offset against the program cost at final invoicing.

The cancellation of a maximum of 3 program proposals are allowed annually per client, after which EIBFS will not be submitting proposals unless a written confirmation of acceptance is received in advance.

The cohort size is 15 to 30 participants depending on the program. For paid exclusive sessions, payment for a minimum of 15 people is to be made before EIBFS will deliver any private or customized programs regardless of the number of attendees. If the number of attendees exceed the agreed cohort size, then the extra attendees will be charged at a pro-rata of the agreed cost between the parties. The cohort size can only be exceeded with permission from EIBFS.

For EIBFS private or customized programs all prices are subject to change without notice and are not guaranteed. Unless prices have been agreed to by the parties by way of a signed contract between the parties.

EIBFS Professional Certificates

EIBFS acknowledge that sometimes there may be a need for clients to cancel an exclusive program or a space for a participant on a exclusive program that has already been booked. Paying customers may also want to withdraw from a program they have booked themselves onto due to some circumstances.

For Professional Certifications a notice of cancellation must be provided of at least 30 or more calendar days prior to the program start date for a private professional certificate cohort and attendees on a public cohort. Failure to provide sufficient notice will result in full or partial payment of the program or space on the program as per the below rates:

- 15-30 calendar days before the program start date: 25% deduction will apply
- 14-8 calendar days before the program start date: 40% deduction will apply
- 7-0 days calendar days before the program start date: 100% deduction will apply

A cancellation fee will not be charged if client nominates someone else to attend in replacement 14 or more calendar days before the start of the program. A cancellation fee will not be charged if the cancellation is made 30 calendar day prior to the course start date. The above charges will be applicable if a cancellation is made within 30 calendar days and there is failure to provide a replacement participant.

Cancellations of exclusive professional certificate programs delivered by our strategic partners will not be accepted. 30 or more days' notice may be given to have the program rescheduled within a 2-month period after the initial program date, where such request can be accommodated by both EIBFS and its strategic partners.

For any program that is booked with any of EIBFS strategic partners outside of the UAE, seat cancellation will not be permitted once a nomination has been made for the program. In the case of a cancellation the client has up to 21 days

before the commencement of the strategic program to find a replacement participant, regardless of whether a replacement is provided the client will be charged the full amount for the program seat. This cancellation policy is in line with our contractual agreements with external partners and consultants, it also includes the cost of any venues and accommodation that is booked for the program through EIBFS.

For cancellations an official notice of cancellation must be emailed to the EIBFS Training Department at training@eibf.com. Failure to provide any notice will result in your organization being charged the full program fee and associated costs.

A cancellation fee also applies for non-attendance of part of a program if it extends for more than 20% of the program. If an individual does not attend the full program and their non-attendance extends the specified period, they will not pass, therefore will not be eligible to receive a certificate.

If there are extenuating circumstances, then EIBFS should be advised of these, and the program cancellation fee may be waived at discretion of EIBFS.

Participant names printed on certificates will be printed in the same way as entered in the EIBFS Training Portal. The EIBFS Training Department will not be held responsible for re-issuing certificates due to name errors. The cost of re-issuing certificates is 150AED + VAT/Per Certificate for professional certifications based in UAE. The cost of re-issuing certificates is 250AED + VAT/Per Certificate for professional certifications and programs from outside of the UAE.

Cancellations Initiated by EIBFS

Occasionally it is necessary for programs to be cancelled or rescheduled by EIBFS. The EIBFS Training Department or EIBFS Training Portal will send an automated email to advise clients of the cancellation and, if possible, provide a new date for the program.

EIBFS will endeavor to give at least 7 or more calendar days' notice prior to the program start date for ATP programs, and 14 calendar days' notice for private programs, professional certifications, or facilities rental with an option of transferring to another date in the future or having a full refund of the fees.

EIBFS reserves the right to amend or cancel programs, change the location or delivery platform, change, or amend program structure or content. EIBFS will not be liable for any losses, including travel and accommodation costs as a result of program or rental cancellations.

EIBFS Payments & Refunds

Payment of invoices issued by EIBFS are due within 30 days of the recipient receiving the invoice. A late payment fee of 1% of the invoice value will be charged for each month the invoice is overdue.

All private program and rental cancellations will be subject to a cancellation administration fee of 250.00 AED + VAT. The administration fee will be charged in addition to the cancellation fees charged for notice of late cancellations. These fees will not be applied if the cancellation was initiated by EIBFS.

Refunds shall be processed as soon as possible and may take up to 14 calendar days. Any refunds shall be credited to the original method of payment. For original payment via invoices, a receipt will be raised and sent to the client.

There will be no refund of program fees for non-attendance without prior written notification. No extra sessions will be provided to cover the training of participants that did not attend the scheduled training, or due to a lack of nominations. If extra training is requested, it will be arranged at an extra cost to the client.

This version of the 'Cancellation & Refund Policy, Service Terms & Conditions for EIBFS Venue Rental and EIBFS Training' is effective from 1st September 2022 and will remain in effect until a revised version is published by EIBFS.