

# GENERAL TERMS AND CONDITIONS FOR THE SALE OF PRODUCTS OR SERVICES

## **Engagement**

1. Thank you for accepting our offer to present our Services to you. By placing an Order, you acknowledge that you have read these Terms and Conditions and agree that the placement of an Order, together with these Terms and Conditions, forms a contract between you and Authority Advisory Sdn. Bhd.

## **Time and Place**

2. Your payment of the Investment to us entitles you to:

- (i) attend the Location during the Seminar/ Workshop/ Program Hours to receive the Seminar/ Workshop/ Program Services;
- and
- (ii) to receive a copy of the Materials.

3. We may change the Speakers, the Hours, the Dates and/or the Location of the Seminar/ Workshop/ Program Services for any reason by notifying you in writing of the change and detailing substitute Speakers, Seminar/ Workshop/ Program Hours, Dates and/or Location and:

- (i) we shall have no liability to you;
- and
- (ii) you shall make no claim against us (including for a refund), in respect of the same.

## **Investment and Payment**

4. You must pay to us in consideration of the Seminar/ Workshop/ Program Services:

- (i) the Investment Sum in one lump sum on the placing of the Order by you without set off, deduction or counterclaim;
- or
- (ii) if we have agreed that you may pay by Instalment, you must pay each Instalment to us in full and without set off or deduction the Instalment Sum on the Instalment

### **Payment Date**

5. Payments made under this agreement must be made by the means specified in the Order.

(a) All purchases are subject to a one-time payment. Payment can be made through various payment methods we have available, such as Visa, MasterCard or other online payment methods.

(b) Payments cards (credit cards or debit cards) are subject to validation checks and authorization by your card issuer. If we do not receive the required authorization, we will not be liable for any delay or non-delivery of your order.

6. If you should not pay to us an Instalment Sum by the Instalment Payment Date for that Sum then ALL monies owing by you to us shall become due and owing and must be immediately paid to us without set off or deduction or counterclaim and without need for further demand.

7. If Payments are not made by the due dates, the Seminar/ Workshop/ Program Services may be cancelled and no refund or credit will be given.

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### **Cooling Off Period**

8. If you advise us by notice in writing (including electronic mail to hi@authority.institute) within three (3) working days of placing the Order that you do not wish to receive the Seminar/ Workshop/ Program Services this agreement shall be at an end and we shall refund you all monies you have paid to us under this agreement. If a refund is due from us to you, we will process it within thirty (30) working days.

### **Transferring Tickets**

9. In the event that you are unable to attend the event you have booked and paid for, you can transfer your ticket to the next edition of the event or a new attendee subject to notifying us at least seven (7) days before the event starts.

Complimentary tickets to any events, including those issued as bonuses when purchasing a main event, may not be transferred either to a new attendee or to an alternative event.

### **Refunds**

10. We may cancel the Seminar/ Workshop/ Program Services for any reason by written notice to you. We will also refund you the Investment you have actually paid to us within fifteen (15) days of giving you notice of cancellation. We shall have no further liability to you in respect of the cancellation.

11. You acknowledge that you shall not be entitled, and shall not claim a refund other than by strict compliance with clauses 8 to 10 and the Authority Advisory Sdn Bhd Refund Policy. You further acknowledge that this is an essential term of this agreement on which we rely.

### **Ticket Sale and Resale**

13. Event Tickets may not be transferred, be resold, or be offered for resale at a premium or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods and services, either by the original purchaser or any subsequent bearer without the prior written consent of Authority Advisory Sdn Bhd. If a ticket is sold or used in breach of this condition, the ticket may be cancelled without a refund and the bearer of the ticket may be refused admission.

### **Cancellation Policy**

14. All Seminar/ Workshop/ Program Services not meeting minimum enrollment will be postponed or cancelled. Program minimums are six (6) participants, unless otherwise noted.

a) If your Seminar/ Workshop/ Program is cancelled, you will be notified, via contact preferences that you provided. The Seminar/ Workshop/ Program may be cancelled due to low enrollment, inclement weather, or instructor availability.

b) Refunds for cancelled Seminar/ Workshop/ Program may take up to fifteen (15) days to process, depending on method of payment.

### **Seminar/ Workshop/ Program/ Events**

15. All refund requests made at least seven (7) business days prior to the first day of the event will receive a full refund minus the administrative fee of 25% of total sum paid.

a) No refunds will be made for requests made fewer than seven (7) business days of the first day of the event, for same-day cancellations, or no-shows, except for those due to medical reasons or other extraordinary circumstances accompanied by official documentation.

b) Notifications must be made by submitting a Refund Request and email it to hi@authority.institute

c) No refunds will be given for requests made after the program has concluded. NO EXCEPTIONS.

d) Attendees that register for an event and choose to be put on a waitlist and do not get into the event because no spaces open up will be given a choice of a full refund or full credit to their account and will not be charged any administrative fees.

### **Force Majeure**

16. If the Seminar/ Workshop/ Program Services as contemplated by this Agreement are prevented or cancelled because of an act of God, an inevitable accident, fire, blackout, flood or any other calamity, or if by reason of strikes, or lockouts, or any other events beyond the direct control of both parties, then Authority Advisory Sdn Bhd may at its option either postpone the Seminar/ Workshop/ Program Services from the original Seminar/ Workshop/ Program Services date or cancel and refund as per clause 10.

### **General**

17. All notices or other communications must be made to the addresses specified in the Order Form.

18. This agreement constitutes the entire agreement between the parties. Any prior arrangements, agreement, representations or undertakings are superseded.

19. We reserve the right to alter speakers and course content at any time without notice.

### **Non-Disclosure Agreement**

20. Client hereby acknowledges that they will be trained in material considered “trade secret” and confidential in nature. Client agrees to not disclose any techniques nor comments about the event of any kind to others, via forum, message boards, private emails, blogs or other venues. If Client does disclose any information about the event then they admit to damages and breach of contract and will be subject to civil litigation and damages. Client agrees to not create, nor partner nor associate with any person, any kind of product related to Authority Advisory Sdn Bhd, including but not limited to e-books, special reports, audio or video files, public postings of content, or any other derived materials. Clients shall not record any portion of the event.

21. Client agrees to indemnify and hold harmless Authority Advisory Sdn Bhd against all loss or damage that client may suffer as a result by Authority Advisory Sdn Bhd and its speakers and associates and any of its affiliates and representatives from any breach of these Terms and any other cause or alleged cause of any kind. Authority Advisory Sdn Bhd reserves the right to alter terms and conditions with prior notice.

### **Privacy Policy**

22. We respect the privacy of your personal information and we strive to maintain the confidentiality of your personal information given by you. The objective of collecting your personal data is to deliver products and services, future marketing purposes and to improve our services to you. Only our authorised employees have access to your personal information.

23. We will not disclose information about our customers to third parties except where it is part of providing a service to you - e.g. arranging for a product to be sent to you, carrying out credit and other security checks and for the purposes of customer research and profiling or where we have your express permission to do so.

24. We may also be required to disclose such information to regulators, lawyers, auditors, other companies in the same group, third party service providers and appointed marketing agencies.

### **Your Consent**

25. We will not sell your name, address, e-mail address, credit card information or personal information to any third party (excluding partners from whom you may have linked to our site) without your permission.

### **Communication & Marketing**

26. If you have made a purchase from us, we may occasionally update you on our latest products, news and special offers via email, post & telephone. You will also be given the opportunity to receive such communications from us and selected third parties when you become a member of Authority Advisory Sdn Bhd.

27. You have the option to opt-out of receiving marketing communications from us and/or selected third parties. If you do not wish to continue to receive marketing from us and/or selected third parties you may click on the 'unsubscribe' link in any email communications which might be sent to you.

### **Disclosures of Your Information**

28. We may disclose your personal information to any of our group of companies. We may also disclose your personal information to third parties:

- a) In the event that Authority Advisory Sdn Bhd sells or buys any business or assets; If Authority Advisory Sdn Bhd or substantially all of its assets are acquired by a third party, in which case personal data which we hold about our customers may be one of the transferred assets; or
- b) If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of; or to protect the rights, property, or safety of Authority Institute Sdn Bhd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

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### **Contacting Us**

29. We are always pleased to hear from our customers (even if it is a complaint!). We are always grateful for any time you spend providing us with the knowledge we need to ensure our clients are completely satisfied - we want you to return to the site and to recommend us to your friends and family.

30. All comments and feedback to Authority Advisory Sdn Bhd are to be directed to [hi@authority.institute](mailto:hi@authority.institute)