

5. Cancellations and Refunds

AgileAsia cancels a class: AgileAsia reserves the right to cancel any class at its absolute discretion without assigning any reason for such cancellations. If the registrant's class is canceled before its commencement, AgileAsia will make a full refund of all course fees already paid by the registrant.

AgileAsia reserves the right to allow registrants to cancel the registration; an administration fee of SGD\$50.00 will be chargeable upon cancellation with no valid reasons. Refer to Clause 4 for details.

Generally, all refund claims will be completed within 2-8 weeks from the date of refund submission. There may be a slight delay when processing the refund during peak periods. AgileAsia will do its best to minimize the delay.

Notice of any course rescheduling or cancellation must be received at least seven (7) working days before the course start date.

Canceling or rescheduling a course less than seven (7) working days without notification is subject to a forfeit of course fees. Course fees are also forfeited for no-shows on the course day.

For valid reasons, no admin fee will be imposed. Registrants must write in to AgileAsia with supporting documents at least Seven (7) working days before the course date. Valid reasons include:

- Death or illness of immediate family members
- Military deployment (In-camp-training)
- Hospitalization leave
- Official overseas business trips

For medical emergencies, the appropriate medical advice must be submitted within five (5) days after the "no-show" on the course date.

Refund Process

