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Payments and Fees.

When pre-enrolling and/or registering for a workshop, course, tutorial, seminar, and/or session (hereafter known as 'services'), you agree to pay the fee corresponding to those particular service(s) for which you intend to use, consume, and/or attend. Quantico Communications LLP reserves the right to change the fee for any services without any notification to you. Unless otherwise expressly stated, all fees are non-cancellable and non-refundable once the service(s) commences and for which you have not informed us of your intention to be present or absent.

Pre-Payment.

Pre-payment is required for all individuals and organisations of latest 7 days prior to the commencement of the workshop. In the event payment is not made within this period, Quantico Communications LLP reserves the right to remove said individual / organisation from the workshop pre-enrolment register. If you require post-payment, please contact Quantico Communications LLP.

Post-Payment.

Post-payment, of maximum 30 days after the workshop concludes, is granted to individuals and organisations on request, and in most cases to organisations that request billing through government billing and invoicing portals.

Late Payment.

With respect to the unpaid amount of any invoice not paid in full within 10 days of receipt, a finance charge of 8% per month, payable from the date of the invoice to the date payment is received, shall be due and payable to Quantico Communications LLP. In addition, the client shall indemnify Quantico Communications LLP for its costs, including reasonable attorneys' fees and disbursements, incurred to collect any unpaid and/or overdue amount. Late payment penalties shall apply for overdue and unpaid invoices. Quantico Communications LLP may, at its sole discretion, delay or waive a late penalty where Quantico Communications LLP sees fit to do so. You agree to make full payment for all late payment penalties added to any invoice addressed to you, that is overdue.

Cancellation / Withdrawals

Cancellations made more than two weeks (14 days, including public holidays, private holidays, weekends, and business days) of the date of commencement of the service may be entitled to refunds minus any processing costs, booking costs, rental costs, venue costs, and/or administrative costs borne by Quantico Communications LLP. Cancellations made less than two weeks (14 days, including public holidays, private holidays, weekends, and business days) of the date of commencement of the service may be entitled to refunds of 50% of the full fee,

minus any processing costs, booking costs, rental costs, venue costs, and/or administrative costs borne by Quantico Communications LLP. Cancellations made less than seven days may not be entitled to any refunds. Quantico Communications LLP may process such refunds at its sole discretion. By paying any fee amount for the services, you fully understand and fully agree to Quantico Communications LLP refusing to refund you any portion of the fee, up to 100%, in any event that causes undue and/or unnecessary incurrence of costs to Quantico Communications LLP. You further understand and agree that Quantico Communications LLP reserves the right to refuse you a refund of the fee for acts of negligence, undue attention, carelessness, forgetfulness, failure of electronic and/or physical communication, and/or change of mind on your part.

Simply Put: Fees and Payments

When you enrol or register, you need to pay a fee. This fee is fully refundable (minus any administrative or processing costs) if you cancel with more than 14 days to the start of your workshop. If it's less than 14 days, the refund amount is 50% of the fee minus any administrative or processing costs. A late penalty of 8% of the total overdue amount of the invoice shall be imposed for any invoice that is overdue by more than 10 days past the due date stated on the invoice. If you register and don't show up for your workshop there's no refund. And we don't get to meet you, so please come if you register. We do our best to create an awesome experience for you.

Use of Third Party Online and Offline Solutions.

Quantico Communications LLP, at its sole discretion, may choose and appoint a third-party provider of online and/or digital solutions including but not limited to payment solutions and gateways. You fully understand and fully acknowledge that there are inherent risks to using such payment solutions. These risks include, but are not limited to, loss of data, loss of funds, theft of any kind, identity theft, financial theft, compromise and/or breach of your personal and/or financial data, malware attacks, viruses, trojans, cyber attacks, and destruction of your data. If your payment is processed by such third-party payment solutions, you agree to indemnify and hold free from blame Quantico Communications LLP, its owners, employees, partners, and associates for any and all risks, issues, problems, challenges, losses, thefts, and/or compromise of personal and financial information and assets. If you suffer any risks, loss and/or problems of any kind in using the third-party payment solutions on Quantico Communications LLP's website, you agree not to blame, and to fully indemnify Quantico Communications LLP for any risks encountered, and/or losses and/or problems of any kind. You are strongly encouraged to maintain a reasonable degree of safety and security when using online or Internet-based payment solution(s), and/or when providing your financial and/or personal details and particulars of any kind to any party, both offline and online.

Simply Put: Online Payments

We use online payment tools like Stripe and PayPal to process credit and debit cards. These tools, like everything else, are not perfect and may sometimes malfunction. If this happens we will help you try and fix any issues but please don't hold us responsible if someone else's stuff stops working. We try to pick the most reliable providers, but ultimately they are responsible for their products.

Force Majeure.

Under the circumstances of Force Majeure, Quantico Communications LLP will not be liable or responsible for any failure to perform, or delay in performance of, any of its obligations that is caused by events outside its reasonable control. Such events include but are not limited to any act, event, occurrence, omission, inclusion, and/or accident of any kind beyond Quantico Communications LLP's reasonable control including, but not limited to, restrictions of law, regulations, orders, or other governmental directives, public and/or private disputes, acts of God, third party mechanical or other equipment breakdowns, fire, floods, terror attacks, public

upheavals, riots, destruction of any kind, power cuts, interruptions or failures of telecommunications and/or digital transmission hardware and/or software, Internet failures or delays, storms, weather, delays in commuting, or other similar events.

Simply Put: Unforeseen / Uncontrollable Situations

Sometimes stuff happens that no mortal can predict and has no control over. We're brilliant at what we do — ask any of our past participants — but we are mortals, and we cannot predict or control things that are unpredictable and out of our control. If such events happen, and we hope hard they don't, we cannot be held responsible. Even the insurance companies have trouble with this one.

Disclosure of Information.

Quantico Communications LLP works very hard to create a productive and enjoyable environment for our participants and members. Please respect the safety and well-being of everyone present (physically and digitally) in your workshop, course, tutorial, seminar, and/or session. We work with a wide range of people from different backgrounds, including government, private enterprise, social welfare groups, public communities, and individuals. Each and every person deserves to learn in a healthy, safe, and progressive environment. This is why, to the extent permissible by law in the Republic of Singapore, you must disclose if you are suffering and/or have suffered from any mental, emotional, behavioural, and/or physical condition or ailment that may adversely affect any person(s) and/or property within your area (physical and electronic) of influence. To the extent permissible by law in the Republic of Singapore you must also disclose if you are an undischarged bankrupt, have any criminal records, and/or have committed or are intending to commit any crimes, or engage in any behaviour that may present any danger or threat to any person(s) and/or property within your area (physical and electronic) of influence. Please provide this information in the 'Additional Queries' section of your pre-enrolment form, and/or send an email to HELLO[at]QUANTICO[dot]COM[dot]SG if you are doing an online, in-person, and/or phone or fax registration.

Simply Put: Keep Our Environment Safe

If you think you might put yourself or anyone else around you at risk tell us so that we can take steps to prevent accidents and unnecessary health problems. Keeping us informed of any potential issues goes a long way in helping yourself and your fellow participants enjoy a safe, and healthy learning environment.

Disclaimer and Indemnity Against Self-Inflicted and/or Third-party Acts.

In the event that you are hurt, killed, suffer physical, emotional, behavioural, sexual, and/or mental harassment, trauma, misfortune, and/or activity and/or are inconvenienced in any way, you must inform an appointed representative of Quantico Communications LLP immediately or within the fastest reasonable time frame. Failure to do so may cause you to lose and/or delay any avenues for rectification of the situation, if any, that you may have from sources including, but not limited to, insurance of the venue, protection from further harm, and access to emergency services. Regardless of any event or occurrence in which you are hurt, injured, killed, and/or suffer any and all kinds of loss, trauma, emotional, physical, and/or mental adversities of any kind, you agree to fully indemnify and hold Quantico Communications LLP, its owner(s), partner(s), employee(s), and associates free from any and all blame, unless the harm, misfortune, problem, and/or inconvenience is a direct, fully-intended, and clearly foreseeable act made by a direct owner, partner, and/or employee of Quantico Communications LLP. In such an event, you are required to follow the law to rectify any situation and shall not say, do, or commit any act that may be deemed illegal and/or unwarranted or unnecessary within a court of law in the Republic of Singapore.

Expulsion and Removal.

Simply Put: Let's Be Responsible

If you get hurt because of something you or someone else does, we need to know straight away. Like some of the other terms and conditions, you can't hold us responsible for any injuries or worse that happen because of you or someone else, but you can work with us to try and get the issue fixed as fast as possible.

Quantico Communications LLP, at its sole discretion, may choose to accept and/or expel any participant(s) from a workshop, course, tutorial, session, and/or seminar without giving any reason or explanation to you. In the event that no reason is given for your expulsion, Quantico Communications LLP will refund you the fee paid for your workshop. In the event Quantico Communications LLP gives a reason for your expulsion, we will make a reasonable attempt to explain. Under certain circumstances, you may be expelled immediately, during, and/or before your workshop, course, tutorial, session, and/or seminar with no refund, compensation, and/or reimbursement of any kind and/or amount regardless of any other terms and conditions. These circumstances include, but are not limited to:

Use of violence (physical, emotional, verbal, and/or non-verbal) against any other participant and/or an employee, owner, partner, associate, and/or representative of Quantico Communications LLP, and/or any other person(s) within the venue and surrounding physical space

Behaviour that may put any individual, group, or property (physical and/or digital) at risk of harm

Damage and/or destruction of property (physical and/or digital) that belongs to Quantico Communications LLP, third-parties, and/or other participants

Harassment of any kind, including but not limited to physical, sexual, emotional, electronic, and/or digital and telecommunications-induced, to any individual and/or group, either via physical and/or electronic means when present at a facility of Quantico Communications LLP, including rented and third-party venues which are in use by Quantico Communications LLP

Your removal by the venue authorities, public authorities, and/or private security personnel upon discovery of your involvement in a crime of any nature and severity (disclosed and/or undisclosed) pending investigation, court proceedings, and/or you being wanted by any public authority

Your admission of committing and/or intention to commit, abet, and/or participate in a crime of any nature and severity

Any reason for which Quantico Communications LLP may feel that you are unfit to remain at the venue, and/or a threat, menace, liability and/or a danger to yourself, to any person(s), and/or to property of any kind (electronic and physical)

Under any of these and/or similar and/or valid circumstances, Quantico Communications LLP reserves the right to ask for, request, and/or direct legal and authorised personnel to assist in your removal from the premises. At Quantico Communications LLP's sole discretion, we may proceed to take further action within the confines of the law as permitted within the Republic of Singapore and/or the country, state, province, and/or territory in which the circumstances occurs in.

Simply Put: Play Nice

Please be courteous and respectful to the people in your workshop. If anyone is breaking the law or causing a problem for someone else, we will ask that person to leave the venue without question and without any refunds and reimbursements. We will, where necessary, work with law enforcement officials or the venue authorities to remove any source of trouble.

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Simply Put: Things May Go Wrong

Use the website for what it's for but remember, we're not perfect and nor is our technology. Sometimes things will go wrong and cause problems for you. By using our content you understand that bad things sometimes happen and we cannot be held responsible for any losses or problems you may encounter.

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You fully acknowledge and fully accept that by accessing, interacting, and using any part of this website you are at risk from any common and uncommon issues affecting websites, internet connections, and all other data-related matters. You are using this website at your own risk and therefore indemnify and hold free from any and all blame, liability or guilt Quantico Communications LLP, its owners, employees, and associates. These terms and conditions may be changed at any time solely by Quantico Communications LLP and/or its appointed representatives without notice to you. Any toolkits, guide books, and/or other document sources, including but not limited to websites, content management systems, HTML documents, PDFs, e-reader format documents, physical and/or printed paper documents, that provide information, advice, and/or opinions are considered non-commercial documents and are intended purely as guides. These documents contain opinions and speculations that may or may not work as intended and/or as expected.

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Simply Put: Our Content Is Not Always Perfect

Our advice and guidelines are just that, and are not necessarily correct. We work hard to find out what's what but that doesn't mean things don't change, or that we don't make mistakes. Sometimes the opposite of what we think is good is the best option, and we do speculate like everybody else. So don't count on our content being perfectly anything, and don't bet your life savings, or anything for that matter, on our content. Please make up your own mind before acting on anything that's created by us.

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Website Visitors.

Like most website operators, Quantico Communications LLP may collect non-personally-identifying information of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each visitor request. Quantico Communications LLP's purpose in collecting non-personally identifying information is to better understand how Quantico Communications LLP's visitors use its website. From time to time, Quantico Communications LLP may release non-personally-identifying information in the aggregate, e.g., by publishing a report on trends in the usage of its website. Quantico Communications LLP also collects potentially personally-identifying information like Internet Protocol (IP) addresses for logged in users and for users leaving comments on Quantico Communications LLP blogs. Quantico Communications LLP only discloses logged in user and commenter IP addresses under the same circumstances that it uses and discloses personally-identifying information as described below, except that blog commenter IP addresses are visible and disclosed to the administrators of the blog where the comment was left.

Gathering of Personally Identifiable Information.

Certain visitors to Quantico Communications LLP's websites choose to interact with Quantico Communications LLP in ways that require Quantico Communications LLP to gather personally-identifying information. The amount and type of information that Quantico Communications LLP gathers depends on the nature of the interaction. For example, we ask visitors who use Quantico Communications LLP's

contact forms to provide a name and email address. In each case, Quantico Communications LLP collects such information only insofar as is necessary or appropriate to fulfil the purpose of the visitor's interaction with Quantico Communications LLP. Quantico Communications LLP does not disclose personally-identifying information other than as described below. And visitors can always refuse to supply personally-identifying information, with the caveat that it may prevent them from engaging in certain website-related activities.

Aggregated Statistics.

Quantico Communications LLP may collect statistics about the behaviour of visitors to its websites. For instance, Quantico Communications LLP may monitor Quantico Communications LLP's blog site or use spam screened by spam-blocking software services to help identify spam. Quantico Communications LLP may display this information publicly or provide it to others. However, Quantico Communications LLP does not disclose personally-identifying information other than as described below.

Protection of Certain Personally Identifying Information.

Quantico Communications LLP discloses potentially personally-identifying and personally-identifying information only to those of its employees, contractors and affiliated organisations that (i) need to know that information in order to process it on Quantico Communications LLP's behalf or to provide services available at Quantico Communications LLP's websites, and (ii) that have agreed not to disclose it to others. Some of those employees, contractors and affiliated organisations may be located outside of your home country; by using Quantico Communications LLP's websites, you consent to the transfer of such information to them. Quantico Communications LLP will not rent or sell potentially personally-identifying and personally-identifying information to anyone. Other than to its employees, contractors and affiliated organisations, as described above, Quantico Communications LLP discloses potentially personally-identifying and personally-identifying information only in response to a subpoena, court order or other governmental request, or when Quantico Communications LLP believes in good faith that disclosure is reasonably necessary to protect the property or rights of Quantico Communications LLP, third parties or the public at large. If you are a registered user of a Quantico Communications LLP website and have supplied your email address, Quantico Communications LLP may occasionally send you an email to tell you about new features, solicit your feedback, or just keep you up to date with what's going on with Quantico Communications LLP and our products. We primarily use our various product blogs to communicate this type of information, so we expect to keep this type of email to a minimum. If you send us a request (for example via a support email or via one of our feedback mechanisms), we reserve the right to publish it in order to help us clarify or respond to your request or to help us support other users. Quantico Communications LLP takes all measures reasonably necessary to protect against the unauthorised access, use, alteration or destruction of potentially personally-identifying and personally-identifying information.

Cookies.

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. Quantico Communications LLP uses cookies to help Quantico Communications LLP identify and track visitors, their usage of Quantico Communications LLP websites, and their website access preferences. Quantico Communications LLP visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using Quantico Communications LLP's websites, with the drawback that certain features of Quantico Communications LLP's websites may not function properly without the aid of cookies.

Business Transfers.

If Quantico Communications LLP, or substantially all of its assets, were acquired, or in the event that Quantico Communications LLP goes out of business or enters bankruptcy, user information would be one of the assets that is transferred or acquired by a third party. You acknowledge that such transfers may occur, and that any acquirer of Quantico Communications LLP may continue to use your personal information as set forth in this policy.

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Comments.

Comments and other content submitted to Quantico Communications LLP websites are not saved on our servers unless they were marked as false positives, in which case we store them long enough to use them to improve the service to avoid future false positives.

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Simply Put: Your Privacy Is Important

Our website and third party service providers may collect information for data purposes, site administration, and site protection and functionality. We do not share this information with unauthorised users and we put in reasonable effort to ensure your data is safe. Technologies like cookies may also be used that come with certain privacy rights and risks. Ask us if you are unsure of anything.

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