**Registration and Cancellation Policies for Public Training Programs – Ersa Institute**

**Introduction**

In line with Ersa Institute for Training and Consulting’s commitment to providing professional learning experience and ensuring full transparency in dealings with all trainees, these policies have been established as an official reference governing registration, payment, cancellation, and refund procedures. The purpose of these policies is to maintain a fair balance between the rights of trainees and the Institute’s rights, in accordance with best practices adopted by leading training providers in the Kingdom of Saudi Arabia.

**1. Registration Process**

Trainees may register through any of the following channels:

* The Institute’s official website.
* Authorized communication channels (phone, WhatsApp, or email).
* Direct visits to the Institute’s premises when necessary.
* Upon completing the registration, the trainee receives a preliminary confirmation message containing course details, followed by payment instructions.
* Registration is not considered final until full payment has been received and verified by the Finance Department.

**2. Payment Process**

The Institute accepts the following payment methods:

* Debit and credit cards (Mada / Visa / MasterCard).
* Direct bank transfer.
* Approved electronic payment gateways.
* For bank transfers, a copy of the transfer receipt must be sent to the Registration Department to confirm the booking.
* Full payment must be made before the registration closing date. Any delay in payment may result in automatic cancellation of the booking.
* All fees include training costs and basic materials unless otherwise stated. They do not include international exam fees or external certification costs unless explicitly mentioned.

**3. Cancellation and Refund Policy (by the Trainee)**

* Cancellation 7 days or more before the course start date: 100% refund of paid fees.
* Cancellation between 6 and 3 days before the start date: 50% refund of paid fees.
* Cancellation less than 3 days before or after the course starts: No refund will be issued.
* Refunds will be processed within a maximum of 7 working days using the original payment method whenever possible.
* Instead of cancellation, trainees may request to transfer their registration to a later session or an alternative course, subject to seat availability and management approval.

**4. Cancellation or Postponement Policy (by the Institute)**

Ersa Institute reserves the right to cancel or postpone any course under the following circumstances:

* The minimum number of participants required (5) has not been met.
* Unforeseen circumstances or force majeure prevent the course from being conducted.

In such cases, trainees may choose to:

* Receive a 100% refund of paid fees, or
* Transfer their registration to a later date or another course \*\*at no additional cost.
* The Institute is committed to notifying all registered trainees of any cancellation or postponement at least 48 hours prior to the scheduled start date.

**5. Registration Transfer**

Trainees may transfer their registration to another individual provided that:

* A formal written notice is submitted to the Institute \*\*at least 3 days\*\* before the course start date.
* The new trainee agrees to all applicable terms and policies.
* No transfer is permitted after the course has started.

**6. General Provisions**

* By registering for any course, the trainee acknowledges having read, understood, and agreed to these policies.
* Ersa Institute reserves the right to update these policies in line with local regulations and current training best practices. The version published through the Institute’s official channels shall be deemed the authoritative reference.
* In the event of any dispute, applicable laws and regulations of the Kingdom of Saudi Arabia shall prevail.