



TERMS AND CONDITIONS

1. Introduction

Welcome to We Aspire Education Support Services LLC. These Terms and Conditions are the rules you agree to follow when you join our training programs. Please read them carefully.

2. Enrollment and Payment To join our courses, you need to pay the full fee or follow an approved payment plan. All fees are non-refundable unless our refund policy says otherwise.

2.1 Enrollment Confirmation

- Your enrollment is confirmed when we approve your payment plan.
- You must pay the first installment before the course starts to secure your spot.

2.2 Payment Schedule

- You can pay the course fees in approved installment plans.
- The payment schedule will be outlined in the enrollment agreement and must be followed.

2.3 Late Payments

- You have a 7-day grace period for each installment payment.
- If you don't pay within this period, a late fee of 5% will be added.
- If you keep missing payments, your enrollment may be suspended or terminated without a refund.

2.4 Payment Methods

- You can pay using credit cards, bank transfer, cash, payment link, cheque, or Buy Now, Pay Later (BNPL) options like Tabby and Tamara.

2.5 Default

- If you miss two payments, we can take legal action to recover the fees.
- You will be responsible for all legal fees and costs incurred.

2.6 Course Completion and Certification

- You must complete all payments to receive your certificate.
- We can withhold your certificate until all payments are made.

2.7 Cancellation and Refunds

- To cancel your enrollment, notify us in writing.
- Refunds will follow our strict refund policy and will subtract any outstanding / administration fees.

8. Amendments

- Changes to the payment plan must be agreed upon in writing by both parties.

Amendments to the schedule will only be considered under exceptional circumstances.

3. Attendance and Punctuality

- Participants are expected to attend all scheduled assignments.
- Punctuality is mandatory. Late arrivals may not be entertained by the facility.
- Attendance records will be maintained, and certificates will only be awarded to those who meet the attendance requirements.

4. Code of Conduct

Participants must adhere to the following code of conduct:

- **Respect:** Treat all instructors, staff, and fellow participants with respect and courtesy.
- **Integrity:** Cheating, plagiarism, or any form of dishonest behavior is strictly prohibited.
- **Safety:** Follow all safety instructions and procedures. Report any unsafe conditions or behaviors immediately.
- **Professionalism:** Always maintain a professional demeanor. This includes appropriate dress and language.

Confidentiality: Respect the confidentiality of any personal or proprietary information shared during the course.

5. Classroom Rules

- **Preparation:** Come prepared for class with completed assignments and necessary materials.
- **Participation:** Actively participate in discussions and activities.
- **Devices:** Keep mobile phones and other devices silent during class.
- **Cleanliness:** Keep the classroom clean and dispose of trash properly.

No Disruption: Avoid disruptive behavior and follow the instructor's directions.

6. Assessment and Certification

- You will be assessed through exams, practical assessments, and projects.
- Certificates are awarded upon successful completion of all course requirements.
- Course completion includes a clearance process from the Training and Education, Finance, and Admin teams.
- You must provide a copy of your passport, Emirates ID, and an ID picture to receive your certificate.

7. Intellectual Property

- All course materials belong to We Aspire Education Support Services LLC and are for personal use only.
- Reproduction or distribution of course materials without permission is prohibited.

8. Privacy Policy

- We protect your privacy. Personal information collected during enrollment is used only for course administration.
- We do not share your information with third parties without your consent, unless required by law.

9. Changes to Terms and Conditions

- We can update or modify these Terms and Conditions at any time. Changes will be communicated to you and will take effect immediately.

10. Termination

- We can terminate your enrollment if you do not follow these Terms and Conditions, including the Code of Conduct and Classroom Rules.

11. Liability

- We are not responsible for any personal injury, loss, or damage to personal property during the courses.
- You participate in training at your own risk and are responsible for your own insurance.

12. Dispute Resolution

- Any disputes will be resolved through arbitration in accordance with UAE laws.
- You waive your right to file a lawsuit and agree to binding arbitration.
- Try to resolve disputes amicably before starting arbitration.

13. Refund Policy

- All fees are non-refundable unless specified in the general terms and conditions.
- Refer to the attached document for detailed terms and conditions regarding our refund policy.

14. Remedial Classes

- If you fail a test or assessment, you can attend a remedial class, if available.
- If you fail again, you can opt for a paid comprehensive review class.
- If you fail, you will not receive a certificate.
- Attend all scheduled remedial and review classes to improve your understanding and skills.

15. Force Majeure

- We are not liable for any failure to perform due to events beyond our control, like natural disasters, war, or strikes.
- In such events, we will try to reschedule affected courses or provide alternative arrangements.

16. Governing Law

- These Terms and Conditions are governed by UAE laws.
- Any legal action must be brought in UAE courts.

17. Severability

- If any part of these Terms and Conditions is found invalid or unenforceable, the remaining parts will still be valid.

18. Entire Agreement

- These Terms and Conditions, along with our other policies, are the entire agreement between you and We Aspire Education Support Services LLC.
- They replace any prior agreements or understandings.

REFUND POLICY

1. Introduction

Welcome to We Aspire Education Support Services LLC! This agreement explains the rules for paying your course fees in installments. Please read carefully and follow these rules.

2. Payment Terms

2.1 Enrollment Confirmation

- Your spot in the course is reserved when we approve your payment plan.
- You must pay the first installment before the course starts.

2.2 Payment Schedule

- You can pay the course fees in installments.
- The dates and amounts of these payments will be given to you when you sign up.

2.3 Late Payments

- You have 7 extra days to make each payment after it is due.
- If you don't pay within these 7 days, you will need to pay an extra 5% of the missed payment as a late fee.
- If you keep missing payments, you might be removed from the course and won't get a refund.

2.4 Payment Methods

- You can pay using a credit card, bank transfer, cash, payment link, cheque, or Buy Now, Pay Later options like Tabby and Tamara.
- Make sure you pay on time.

2.5 Default (Missing Payments)

- If you miss two payments, we will take legal action to get the money you owe.
- You will also have to pay for any legal costs.

2.6 Course Completion and Certification

- You must pay for all installments to get your course certificate.
- You need to complete clearance processes from the Training and Education, Finance, and Admin teams.
- You must also provide a copy of your passport, Emirates ID, and an ID picture to get your certificate.

3. Cancellation and Refunds

3.1 Cancellation of Enrollment

- If you want to cancel your enrollment, you must tell us in writing.
- Refunds will follow our strict refund policy and will subtract any unpaid installments or fees

4. Amendments (Changes to the Agreement)

1. Changing the Payment Plan

- Any changes to the payment plan must be agreed upon in writing by both you and We Aspire.
- Changes will only be made in exceptional situations.

INSTALLMENT AND PAYMENT AGREEMENT

1. Introduction

At We Aspire Education Support Services LLC, we are committed to delivering exceptional educational experiences. We recognize that situations may arise that lead to the need for a refund. This Refund Policy is designed to provide clear guidelines regarding eligibility, procedures, and timelines for refund requests.

2. General Policy Statement

All students are encouraged to review this policy carefully before enrolling in any course. By enrolling, you acknowledge that you understand and accept the terms outlined herein.

3. Refund Eligibility

Refunds are subject to the following conditions:

- **Cancellation by the Student:**
 - Partial Refund:** Students who cancel their enrollment between 7 and 14 days before the course start date will receive a 50% refund of the course fees paid.
 - No Refund:** Cancellations made less than 7 days before the course start date are not eligible for a refund.
- **Course Cancellation by Company:** If We Aspire Education Support Services LLC cancels a course for any reason, students will be provided with the option of a full refund or the ability to transfer to a future course at no additional charge.
- **Medical or Emergency Situations:** Students facing serious medical issues or emergencies may request a refund or course transfer. Documentation supporting the claim must be submitted within **14 days of the incident** for consideration. These requests will be evaluated on a case-by-case basis.

4. Refund Request Process

To initiate a refund request, students must adhere to the following process:

1. Submit a Written Refund Request:

- Requests must be submitted in writing via email to info@aspireolutions.ae or by completing the refund request form available at our office. Please include:
- Your full name
- Course title and start date
- Reason for the refund
- Any supporting documentation (if applicable)

2. Review and Processing:

- All refund requests will be reviewed within 14 business days of submission. Students will receive notification of the outcome via email.

3. Issuance of Refund:

- Approved refunds will be processed within 14 business days. Refunds will be issued using the same payment method used for enrollment, unless otherwise agreed upon.

5. Additional Terms and Conditions

- **Non-Transferable Fees:** Any fees associated with materials, textbooks, or non-refundable services are not eligible for a refund and will be deducted from the total refund amount.
- **Transfer Policy:** Students wishing to transfer to a different course must notify us at least 14 days before the original course start date. A transfer fee of AED 200 may apply.
- **No Show Policy:** Students who do not attend the first session of their enrolled course without prior notification will be considered "no-shows" and will not be eligible for a refund.
- **Fees for Repeated Courses:** Students who are repeating a course are not eligible for refunds, as repeated course fees are non-refundable.

6. Acceptance of Policy

By enrolling in courses at We Aspire Education Support Services LLC, students acknowledge and agree to the terms set forth in this Refund Policy.

Acknowledgment and Agreement

By enrolling in a course with We Aspire Education Support Services LLC, you acknowledge that you have read, understood, and agree to abide by these Terms and Conditions, Installment Payment Agreement and Refund Policy.

Signature over printed name: _____ Date: _____.