



# TERMS AND CONDITIONS

## 1. Introduction

Welcome to We Aspire Education Support Services LLC. These Terms and Conditions outline your responsibilities and rights as a student upon enrolling in any of our training programs. By registering, you agree to abide by the policies stated below.

## 2. Enrollment and Payment

### 2.1 Enrollment Confirmation

- Enrollment is confirmed once your payment or payment plan is approved.
- The first installment and miscellaneous fees must be paid before the course starts to secure your spot.

### 2.2 Payment Plans and Schedule

- Fees may be paid in full or through an approved installment plan.
- The payment schedule will be provided in your enrollment agreement and must be followed.

### 2.3 Payment Due Dates

- Installments are due at the end of each month.
- A 7-day grace period is provided for late payments.

### 2.4 Late Payments

- A 5% penalty will be charged on any installment not paid within the grace period.
- After two missed payments, enrollment may be suspended or terminated without refund.

### 2.5 Payment Methods

- Accepted payment methods: credit card, bank transfer, cash, payment link, cheque, or Buy Now, Pay Later (BNPL) options such as Tabby or Tamara.

### 2.6 Payment Default

- Missing two consecutive payments may lead to legal action.
- Students are responsible for any legal and collection costs incurred.

### 2.7 Course Completion and Certification

- All fees must be fully paid before any certificate is issued.
- Completion of clearance from Training, Finance, and Admin departments is required.
- You must submit a copy of your passport, Emirates ID, and a passport-size photo.

## 3. Attendance and Punctuality

- Attendance is mandatory.
- Arrive on time; late arrivals may not be admitted.
- Poor attendance may affect your eligibility for certification.

## 4. Code of Conduct

- **Respect:** Treat all staff and classmates with dignity.
- **Integrity:** No cheating, plagiarism, or dishonest behavior.
- **Safety:** Follow all safety guidelines.
- **Professionalism:** Dress and behave professionally.
- **Confidentiality:** Respect privacy and confidentiality of shared information.

## 5. Classroom Rules

- Be prepared with required materials.
- Actively participate in all activities.



- Keep mobile devices silent.
- Maintain cleanliness and order.
- Follow all instructor directions without causing disruptions.

## 6. Assessment and Certification

- Evaluation may include exams, and practical assessments.
- Certificates are issued only after successfully completing course requirements and clearance.
- Required documentation (passport, Emirates ID, ID photo) must be submitted.

## 7. Intellectual Property

- All course materials are property of We Aspire Education Support Services LLC.
- Reproduction or distribution without permission is prohibited.

## 8. Privacy Policy

- Your personal data is used only for academic and administrative purposes.
- We do not share personal data with third parties without consent, unless required by law.

## 9. Amendments

- Any changes to payment plans or course schedules must be agreed upon in writing.
- Changes will be made only under exceptional circumstances.

## 10. Termination

- We reserve the right to suspend or terminate enrollment for violation of these Terms, the Code of Conduct, or Classroom Rules.

## 11. Liability

- We are not responsible for personal injury, loss, or damage to property during training.
- Students are responsible for their own insurance.

## 12. Dispute Resolution

- Disputes will be resolved through arbitration under UAE law.
- Students agree to binding arbitration and waive the right to file lawsuits.
- Efforts to resolve disputes amicably must be made before arbitration.

## 13. Refund Policy

### 13.1 General Conditions

- All course fees are non-refundable.
- If the student has attended the 1st session, there will be no refund.

### 13.2 Course Cancellation by We Aspire

- Full refund or option to transfer to a future course at no additional cost.

### 13.3 Non-Refundable Fees

- Fees for materials, textbooks, and services are not refundable and will be deducted.

### 13.4 Transfer Policy

- Students can transfer to another course with at least 14 days' notice before the original course starts.

### 13.5 No Show Policy

- Students who miss the first class without notification are ineligible for refunds.

### 13.6 Repeated Course Fees

- Fees for repeating a course are non-refundable.



### **13.7 Request Process**

- Requests must be made in writing and sent to: **management@weaspire.ae**
- Processing time is 14 business days. Approved requests will be issued using the original payment method.

### **14. Remedial and Review Classes**

- Students who fail an assessment may attend a remedial class (if available).
- If failed again, a paid comprehensive review class is available.
- Failure after the review means no certificate will be issued.
- Attendance in remedial/review classes is required for eligibility.

### **15. Force Majeure**

- We are not liable for disruptions caused by events beyond our control (e.g., natural disasters, war).
- Alternative arrangements will be offered when possible.

### **16. Governing Law**

- These Terms and Conditions are governed by the laws of the United Arab Emirates.
- Legal action must be brought in UAE courts.

### **17. Severability**

- If any part of these Terms is found unenforceable, the remaining sections remain valid and effective.

### **18. Entire Agreement**

- These Terms and Conditions, along with the Refund Policy and Installment Agreement, constitute the full agreement between the student and We Aspire Education Support Services LLC.