Cancellation & Refund Policy

1. Registration & Payment

Full payment must be received prior to the commencement of the programme. Credit card payments are accepted and are subject to a 1% surcharge on the total invoice amount.

2. Cancellation

All requests for cancellation must be submitted in writing to MTE.

- After Quotation Acceptance
  A cancellation fee equivalent to 10% of the total quoted amount may be imposed once the quotation has been signed and accepted.
- Less Than Five (5) Working Days Before the Programme
  MTE reserves the right to charge up to 100% of the total quoted amount for cancellations made fewer than five (5) working days before the programme commencement date.
- No-Show
  Participants who fail to attend the programme without prior written notice may be charged 100% of the total quoted amount.

Participant replacement is allowed, subject to prior notice and approval by MTE.

3. Cancellation or Postponement by MTE

MTE reserves the right to cancel or postpone any programme due to unforeseen circumstances or insufficient enrolment. In such cases, participants will be notified as soon as reasonably possible and will be offered either an alternative programme date or a refund, where applicable.

4. Refunds

Approved refunds will be processed within thirty (30) calendar days, subject to verification and administrative procedures. For payments made by credit card, the time required for the refund to be reflected in the participant's account will depend on the card issuer and payment service provider.

5. Acceptance

By accepting the quotation or making payment, participants acknowledge and agree to be bound by the terms and conditions of this Cancellation & Refund Policy.