



## Booking arrangements – Malaysia

### 1. **BOOKING ARRANGEMENTS**

- 1.1 The training provider is Lerus SDN ([BHD 27-11, Mid Valley Boulevard, Mid Valley City, Kuala Lumpur](#)).
- 1.2 Book this course online, if you have any questions: contact us by telephone [+6014 325 6625](tel:+60143256625), or by email [lerus.asia@lerus-online.com](mailto:lerus.asia@lerus-online.com).
- 1.3 We will send you confirmation of the booking after receiving a confirmation of payment. You are accepting these terms and conditions on your own behalf and on behalf of any person you book onto a course with us by confirming your order.
- 1.4 We will send you Course details and joining instructions before you attend. If any details are incorrect please contact us immediately.

### 2. **COST AND PAYMENT**

- 2.1 The price for our courses are listed on the booking page of our website;
- 2.2 Reservation by Company: We will send you an invoice before the course begins, which has to be paid within 10 days but not less than 2 days before the course starts.
- 2.3 An individual Reservations: We accept the following forms of payment: wire (credited to a bank account), debit cards and cash.
- 2.4 You have to make payment for the reservation of the course no later than 2 days before the start date of the course. If payment is not received on time, the reservation will be canceled automatically.

### 3. **CANCELATION**

- 3.1 If you want to cancel your reservation, please inform us of this at least 10 days before the course starts.
- 3.2 In case of late cancellation, our penalties for cancellation will depend on the warning period given and are calculated based on a percentage of the total cost of the courses:
  - Cancellation more than 14 days before starting date: No fee.
  - Cancellation from 14 to 5 days before starting date: 50% of course fee.
  - Cancellation less than 4 days before starting date: 100 % of course fee.

We will do our best to rebook training course for you on required dates if possible to avoid cancellation charges.

### 4. **BEFORE YOU ATTEND**

- 4.1 It is your responsibility to ensure that you/or the delegates are medically fit and able to fully and safely participate in the relevant course(s) that were booked for you or delegate.
- 4.2 Please contact us for an accommodation booking.

### 5. **COURSE START DATE**

- 5.1 It is your responsibility to make arrangements to arrive at the course location on time. Full course details including start date, start time and location will be sent to you in your Course Joining Instructions. We may not be able to accept late arrivals. Please provide your time of arrival (flight details) to arrange transportation if you need.
- 5.2 You will be informed in advance of your course start date of any additional equipment, clothing or other items required to bring for participation in the relevant course.

**6. DAMAGE** You are responsible for any damage you cause to our facilities, furnishings, premises or equipment. You will be liable for the cost incurred by us to rectify the damage in such situations.

**7. HEALTH AND SAFETY** The delegate have to fully comply with our health and safety policy, a copy of which is available on request in advance of your course and at the course location. It is your duty to read and understand this policy and to comply with all of our instructions. You must follow our requests and requirements in respect of legal obligations.

**8. CLOTHING AND PERSONAL PROPERTY** We do not accept responsibility for your property. Goods deposited in the cloakrooms or storage facilities or left unattended on the premises are deposited at the owner's risk.

### 9. **YOUR RESPONSIBILITIES**



1. 9.1 You and/or any participants you book onto the course must behave responsibly at all times. If in our reasonable opinion your/or their behaviour or actions are unacceptable we reserve the right to suspend or cancel your/or their involvement in the course without any liability.
2. 9.2 You are not allowed to drink alcohol or use illegal substances. Any person found in possession of illegal substances or alcohol or reasonably believed to have taken, or used any such substances or alcohol will be immediately required to leave the course and our facilities by our first notice.
10. **COURSE MATERIALS** All course materials supplied to you are subject to our copyright and can not be copied, published or used in any way without our written permission and approval.