

TERMS AND CONDITIONS

1. Scope of Services

These Terms and Conditions apply to all training courses, workshops, and webinars (collectively referred to as "Courses") provided by PENTORA GROUP, delivered online via Zoom or other digital platforms.

2. Registration and Enrollment

Admissions: Enrollment is processed on a first-come, first-served basis. PENTORA GROUP reserves the right to refuse registration at its discretion.

Accuracy of Info: Participants must provide accurate contact information to ensure the delivery of digital credentials and course links.

Prerequisites: Participants are responsible for reviewing specific course descriptions for any required prior knowledge or professional experience.

3. Fees and Payment

Payment Terms: Full payment is required to secure a seat unless a formal corporate billing agreement is in place.

Currency: All fees are quoted in the currency specified on the official invoice or registration page.

Late Registration: Registrations requested after the official deadline may be subject to a late-entry surcharge or denial.

4. Cancellation and Refund Policy

Individual Cancellation:

* 14+ days prior to start: Full refund minus a 10% administrative fee.

7–13 days prior: 50% refund.

Less than 7 days or "no-shows": No refund.

Course Rescheduling: PENTORA GROUP reserves the right to cancel or reschedule courses due to low enrollment or instructor unavailability. In such cases, a full refund or credit will be offered.

5. Corporate and Group Bookings

Group Discounts: Organizations enrolling five (5) or more participants may be eligible for preferential rates, agreed upon in writing prior to invoicing.

Corporate Payment: Invoices must be settled within 14 days of issuance or 3 business days before the course begins, whichever is sooner.

Substitution: Organizations may substitute a registered employee with another staff member at no extra cost, provided PENTORA GROUP is notified via email at least 24 hours before the course start time.

Custom Training: Terms for bespoke or private corporate sessions will be governed by a separate Service Level Agreement (SLA).

6. Intellectual Property & Digital Rights

Ownership: All course materials (slides, workbooks, video content) are the sole property of PENTORA GROUP.

Restrictions: Recording sessions, screen-capturing content, or sharing Zoom access links with unauthorized users is strictly prohibited.

7. Conduct and Technology

Platform: Participants are responsible for their own internet connectivity and hardware.

Behavior: PENTORA GROUP maintains a zero-tolerance policy for harassment or disruption. Violators will be removed without a refund.

8. Limitation of Liability

PENTORA GROUP provides expert training for educational purposes only. We are not liable for professional decisions or financial outcomes made by participants based on course content.