

COMPANY REGISTRATION POLICY

Thank you for choosing ROBOLAB TECHNOLOGY SDN BHD (referred to in this document as, “the Company”) as your preferred business partner. Cash flow is critically important to us and our beneficiaries, as a lot of work starts way before each course actually takes place. To be fair to our trainers, consultants, partners and our staff, we may, depending on the specific situation, decline to work with clients who do not or cannot place the full amount upfront when it is due.

This policy document is designed to ensure that all parties that are involved in the interaction of registration, confirmation, cancellation, and any other administrative changes are aware of the policies and standard operating procedures of the Company. Our terms and conditions have been crafted utilizing our many years of experience in the industry.

Although we can say with confidence that the vast majority of our clientele have been prompt with their payments, we have also had several unfortunate instances where we were denied fair compensation for our rendered services, due in part to unclear and misinterpreted company policies on payment, postponements and cancellations. Therefore, the management has outlined the following policies in order to avoid any misunderstanding, and remain a sustainable business for all parties:

1. Confirmation of Training & Cancellation Terms

Upon issuance of a written confirmation (via email or official letter) or the issuance of a tax invoice, the training booking shall be deemed confirmed and legally binding.

From that point onward:

- No cancellations, postponements, or withdrawals shall be permitted.
- The full invoiced amount remains payable regardless of the Client's or Delegate's failure to attend the training.
- All fees are strictly non-refundable in the event of absence, internal scheduling conflicts, changes of personnel, or postponement requests.
- Full payment must be received prior to the training commencement date. This requirement is firm and non-negotiable.

The Company recognizes that exceptional or unforeseen circumstances may arise. In such cases:

- The Client must submit a formal written request supported by strong and compelling documentary evidence.
- Each request will be assessed on a case-by-case basis.
- Any concession or exception shall be granted solely at the discretion of the Company's Management and must be formally approved in writing.

In the rare event that a change is approved:

- Such approval must be issued in writing and signed by an authorized representative of the Company.
- Verbal discussions, informal communications, or implied understandings shall not constitute approval.
- In the absence of written approval, all issued invoices remain valid and payable in full.

2. Registration Policy

The following Registration Policy applies to all training programmes and is stated in the official Registration Forms:

- Registration shall only be considered confirmed upon issuance of the Company's official written confirmation letter.
- Full payment must be made prior to the training commencement date.
- No cancellation shall be permitted once confirmation or a tax invoice has been issued.
- Participant substitution is permitted at any time prior to the training date, provided written notification is submitted to the Company.

The Company reserves the right to decline incomplete registrations or registrations without confirmed payment.

3. Changes, Transfers & Deviations Initiated by the Client

To maintain programme integrity while allowing reasonable flexibility:

- Transfer of seats from one Delegate to another is permitted in accordance with Company policy, subject to prior written notice.
- Minor adjustments to the course outline or content may be discussed and mutually agreed upon in advance to enhance the training experience.

However:

- Once written confirmation or a tax invoice has been issued, no changes to the registered course, programme type, or contracted scope shall be permitted.
- Any request to change the course selection after confirmation shall be treated as a new registration and subject to a revised quotation.

The Company reserves the right to adjust training dates, venues, or assign alternative consultants when necessary due to operational, logistical, or situational requirements.

4. Changes Initiated by the Company

The Company shall use reasonable efforts to deliver the training programme as scheduled.

However, where changes become necessary due to circumstances beyond the Company's reasonable control — including but not limited to war, civil disorder, public health emergencies, airline schedule changes, severe weather conditions, government restrictions, or local operational constraints — the Company reserves the right to make appropriate adjustments.

Such adjustments may include:

- Rescheduling the training date;
- Changing the venue;
- Substituting trainers or consultants;
- Modifying the delivery format (e.g., physical to virtual).

In such circumstances:

- Notice shall be provided to the Client as soon as reasonably practicable.
- The Company shall endeavour to provide an alternative arrangement of comparable standard and professional quality
- Such changes shall not constitute grounds for cancellation, refund, or compensation.

- The Company reserves all rights and privileges to change, modify, alter and tweak the content of training if there are any unforeseen circumstances that affect our course consultants/trainers. This may occur if new methodology and technologies are discovered or developed that may improve the current state of any of our courses.
- The Company reserves the right to change the dates of the training if any external factors arise.

5. Conditions of Carriage and Travel Arrangements

- The Company shall not be liable to reimburse, compensate, or otherwise remunerate the Client or Delegate for any airline tickets, transportation bookings, vehicle rentals, accommodation arrangements, or any related travel expenses purchased or incurred by the Client or Delegate.
- The Company shall bear no legal or financial responsibility for any travel, accommodation, or ancillary arrangements made by the Client unless such arrangements were expressly confirmed in writing by the Company through an official training confirmation letter.
- The Client is advised not to make any travel or accommodation commitments prior to receiving official written confirmation of the training programme. Any costs incurred before such confirmation shall be borne solely by the Client.

6. Company Acting as Agent

Third-Party Services

Where the Company acts solely as an agent for third-party principals, including but not limited to airlines, hotels, vehicle rental providers, or other service providers:

- The Company shall not be liable for any act, omission, default, delay, cancellation, or deficiency on the part of such third-party principals.
- The Client agrees that any claim, dispute, or recourse arising from such third-party services shall be directed exclusively against the relevant principal.
- To the fullest extent permitted by law, the Client expressly waives any claim against the Company in relation to the performance or non-performance of such third-party services.

Client Payment Obligations to Third Parties

In the event the Client fails to settle payments due directly to third-party providers, including but not limited to:

- Accommodation charges upon completion of stay;
- Charges incurred during flights;
- Fees arising from vehicle rental or hiring agreements;

the Company shall not be held liable, responsible, or accountable for any outstanding amounts, penalties, interest, or claims arising therefrom.

7. Forfeiture of Services and Materials

- Where a Client or Delegate fails to attend a confirmed training session after full payment has been made, such non-attendance shall be deemed a voluntary forfeiture of all services associated with the Programme.
- This forfeiture shall include, without limitation:
 - Training sessions and instructional delivery;
 - Meals and refreshments (where applicable);
 - Training materials and resources;
 - Access to facilities or digital platforms;
 - Any ancillary services provided under the Programme.
- In such circumstances:
 - No refund, credit, replacement session, or compensation shall be provided;
 - The Client or Delegate shall not be entitled to claim any unused services or materials;
 - The Company shall have no further obligation in respect of the forfeited Programme.

8. Limitation of Responsibility

- The Company accepts responsibility only for services directly provided and fully controlled by the Company.
- The Company shall not be liable for:
 - Acts, omissions, negligence, or defaults of third-party service providers;
 - Losses arising from circumstances beyond the Company's reasonable control;
 - Indirect, incidental, special, or consequential losses, including but not limited to loss of business, revenue, profits, goodwill, or reputation.
- The Company shall only be liable where loss or damage is directly caused by the proven negligence or wilful misconduct of the Company, its employees, or its authorized agents.
- To the maximum extent permitted by law, the Company's total aggregate liability shall not exceed the total fees paid by the Client for the relevant Programme.

9. Limitation and Exclusion of Liability

- The Company shall be entitled to rely upon and invoke all limitations and exclusions of liability available under any applicable laws, statutes, regulations, and international conventions.
- Nothing contained in this Agreement shall operate to exclude, restrict, diminish, or otherwise prejudice the Company's rights to rely upon such limitations or exclusions.
- To the fullest extent permitted by law, the Company's liability shall be limited as expressly stated in this Agreement and shall not extend beyond such limitations.

10. Force Majeure

- The Company shall not be liable, whether in contract, tort, negligence, or otherwise, for any injury, loss, damage, delay, or expense arising directly or indirectly from events beyond its reasonable control or which could not reasonably have been avoided through the exercise of due diligence.
- Such events shall include, but are not limited to:
 - War, terrorism, or civil disorder;
 - Strikes, lockouts, or industrial actions;
 - Government acts, regulations, or restrictions (local or foreign);
 - Floods, earthquakes, severe weather, or natural disasters;
 - Outbreak or spread of infectious or viral diseases;
 - Acts of God;
 - Any other force majeure event beyond the Company's reasonable control.
- In the event of a force majeure occurrence, the Company shall be entitled to suspend, modify, postpone, or cancel the affected services without liability for compensation or damages.

11. Third-Party Rights

- For the purposes of any applicable Contracts (Rights of Third Parties) legislation or similar laws, this Agreement is not intended to, and shall not, confer any rights or benefits upon any person who is not a party to this Agreement.
- No third party shall have the right to enforce any provision of this Agreement.

12. Claims and Dispute Resolution

- Any claim, complaint, or dispute arising out of or in connection with this Agreement shall first be submitted in writing to the Company's Management for review.
- The Parties shall attempt to resolve the matter amicably through good faith negotiations within a reasonable period.
- Nothing in this clause shall prevent either Party from seeking legal remedies in accordance with Clause 14 (Governing Law), where amicable resolution is unsuccessful.

13. Severability

- Each provision of this Agreement shall be construed as separate and independent.
- If any provision is determined by a court of competent jurisdiction to be invalid, illegal, or unenforceable, such determination shall not affect the validity, legality, or enforceability of the remaining provisions, which shall continue in full force and effect.

14. Governing Law and Jurisdiction

- This Agreement shall be governed by and construed in accordance with the laws of Malaysia.
- The Parties hereby submit to the non-exclusive jurisdiction of the courts of Malaysia in respect of any dispute arising out of or in connection with this Agreement.

15. Modification and Policy Updates

- The Company reserves the right to amend, revise, or update its Registration Policy, Terms and Conditions, or related policies from time to time to reflect operational, legal, regulatory, or industry developments.
- The most current version of the Terms and Conditions shall apply to all confirmed bookings.
- Clients, Delegates, and partners are encouraged to verify with the Company's head office regarding any updates prior to registration.

PERSONAL DATA PROTECTION ACT (PDPA) CONSENT CLAUSE

R Academy is a regional training provider that aims to improve the lives of professionals through the application of practical solutions to everyday marketplace problems. Integrity is one of our core business values, and the ethical safekeeping and usage of visitor data forms a large part of our corporate e-governance.

Visitors and clients to our online platforms can rest assured that their Hardcopy and Softcopy data and logged files will be treated with the utmost privacy and respect, and that we are committed to only using their virtual records to improve their user experience on website(s).

INFORMATION GATHERED FROM CLIENTS

If any personal data or identification information should be logged and stored (both **Hardcopy** and **Softcopy**) for the purposes of membership, registration, orders, or any such client data – R Academy endeavours to guarantee that the information will be stored on a server only accessible by the assigned system administrators of the organization.

Any digital tracking data such as the visitor's IP address, browser manufacture, referring or bounce page, or time of visit, and duration of visit – shall be stored on a dedicated web server log file on the provider's premises.

Cookies may be used to assist the visitor in caching data and to improve the performance of the website.

METHOD AND NATURE OF CLIENT INFORMATION LOGGING

R Academy would like to specify that common categories of client information logging will include data pertaining to, but not limited to:

***Both Data Logging may include both Hardcopy and Softcopy versions of client information**

- Client IC Number, or any such identification documentation where necessary.
- Client Phone Number(s), or any such digital or analog methods of contact.
- Client E-Mail Addresses, or any such web correspondence addresses and/or links.

The primary method of this data gathering and logging is primarily done via our Registration Forms, online or otherwise.

UTILIZATION OF CLIENT INFORMATION

If any information is voluntarily entered into our database by means of membership registration, R Academy endeavours to guarantee that this information will only be used to tailor and enhance the visitor's user experience.

R Academy reserves the right to disclose your Personal Data to the relevant governmental authorities or third parties where required by law enforcement, or for legal purposes. For the avoidance of doubt, Personal Data includes all data defined within the Personal Data Protection Act 2010 including all data you had disclosed to R Academy in any submitted forms or orders executed on our digital platforms and sites.

We will not sell, reproduce, loan, lease or utilize visitor e-mail addresses, names, or telephone numbers to 3rd parties. R Academy reserves the right to send visitors any news or updates related to the offerings and events hosted by R Academy and its subsidiaries. Users will have the option to opt-out from any such updates by following the included instructions for unsubscription.