



HELLOHOLO

Terms & Conditions for Axension Studios LLP/HelloHolo Courses

These Terms & Conditions ("**Terms**") sets out the basis of the business relationship between Axension Studios LLP, HelloHolo and its employees and you. In these Terms, Axension Studios LLP, HelloHolo and its employees will be collectively referred to as "**we**", "**us**", or "**our**". Whilst "**you**", "**your**" or "**participant**" refers to you.

1. Registration

- 1.1 Registration of courses are to be done through our website at <https://learn.helloholo.sg/>
- 1.2 The information provided by you will be used for the administration of our courses, including the contact of any course-related surveys. The information may also be disclosed to the relevant organisations that require the information such as funding agencies.

2. Payment and Course Confirmation

- 2.1 Any registration of a course will only be confirmed upon receipt of full payment by us.
- 2.2 We must receive full payment at least seven (7) days prior to course commencement. Thereafter, your course registration is not guaranteed if full payment is not received by the deadline and the refund policy stipulated in section 4 will apply.

3. Changes and Modifications

- 3.1 Our course schedules, including course content, course fees and course availability are subject to change.
- 3.2 Your recourse in the event of any changes stated in paragraph 3.1 by us is limited to one of the following:
 - 3.2.1 Enroll in the same course with a later start date. If there has been a change in the course fees for the same course, you will pay to us the difference in the fees.
 - 3.2.2 Enroll in another course conducted by us. If the fees of the replacement course chosen by you costs more than what has already been paid to us, you will pay to us the difference in the fees. Conversely, if the fees of the

replacement course costs less than what has already been paid to us, we will make a refund of the difference to you.

- 3.2.3 Withdraw from the course. Should you be unable to accommodate to a change caused by us, as listed in paragraph 3.1, you can request for a full refund of any course fees paid (if any).

4. Cancellation and Refunds

- 4.1 If we cancel a class: We reserve the right to cancel any class at our absolute discretion without assigning any reason for such cancellations. In the event that your class is cancelled prior to its commencement, we will make a full refund of all course fees (if any) already paid by you.
- 4.2 If you cancel a registration: All cancellation requests must be received in writing to courses@axensionstudios.com. If notice of cancellation is given:
 - 4.2.1 At least seven (7) days or more before class starts – 100% refund of all course fees (if any) paid.
 - 4.2.2 Within seven (7) days prior class starts – 50% refund of all course fees (if any) paid.
 - 4.2.3 No-show on first day of class or after class start date – No refund of all course fees (if any) paid.

5. Funding

- 5.1 IMDA provides course fee support for individuals qualified for the programme under the Critical Infocomm Technology Resources Programme+ (CITREP+).
- 5.2 Participants who wish to claim for the CITREP+ course funding must inform us at the point of course registration, so that we can provide guidance on the necessary forms to be submitted prior to course commencement.
- 5.3 Thereafter, participants must submit their online claim applications to IMDA via the Infocomm Competency Management System (ICMS) upon successful completion of the course and its requirements. Please refer to the [CITREP Guides](#) for the detailed application procedure.
- 5.4 All claims for CITREP+ course funding must be submitted to IMDA within three (3) months from the completion date of the course (including all assessments and projects where applicable).

6. Completion of Course and Issuance of Certificates

- 6.1 A Certificate of Completion will be issued to participants who have:
 - (a) successfully completed the course (including passing all assessments and projects, where applicable); and
 - (b) achieve at least 75% attendance in the face-to-face workshops.

7. Disclaimer

- 7.1 Although the courses conducted by us are for educational purposes, we do not make any representations, warranties or guarantees the qualification or employment appointment or that you will obtain any particular result, including, without limitation, passing any assessment/examination or mastering any particular discipline or skill or achieve any other tangible result.
- 7.2 We shall not be liable to you or any third party for any personal injuries or any damages whatsoever (including, without limitation, direct, indirect, incidental, consequential, special, exemplary or for lost profits) resulting from your application for or attendance of any course conducted by us.
- 7.3 You agree to defend, indemnify, and hold harmless Axension Studios LLP, its subsidiaries, officers, directors, employees, agents, affiliates and partners from and against any claim, demand or legal proceeding, including legal expenses, made by any third party or arising from or out of your breach of the terms and conditions herein.

8. Governing Law

- 8.1 These Terms herein are governed solely by the laws of Singapore. You hereby consent to the exclusive jurisdiction and venue of courts in Singapore in all disputes arising out of or relating to your application for or attendance of any course conducted by us.

9. Effect of Terms and Changes to Terms

- 9.1 These Terms apply in conjunction with any other notices, contractual clauses and consent clauses that apply in relation to the courses conducted by us.
- 9.2 We may revise these Terms from time to time without any prior notice. You may determine if any such revision has taken place by referring to the date on which these Terms were last updated. Your continued use of our services constitutes your acknowledgement and acceptance of such changes.

Effective date: 28 May 2019
Last updated : 27 August 2019