

1. FEES, REGISTRATION & HRD CORP CLAIMABILITY

Course fees include training materials, refreshments, lunch, and a Certificate of Completion, unless otherwise stated in the program brochure or quotation.

All MRS public programs are **HRD Corp claimable**, subject to the employer's eligibility, grant application, and approval by HRD Corp.

Registration is confirmed upon receipt of the completed registration form and/or written confirmation from the participant's organisation. An invoice will be issued upon confirmation of registration.

Full payment is required by the stipulated payment deadline and prior to program commencement, unless otherwise agreed by MRS Management Sdn Bhd in writing.

Participants travelling from outstation locations are advised to confirm the program status with MRS before making any travel, accommodation, or related arrangements. MRS shall not be responsible for any travel, accommodation, or related costs incurred due to programme changes, postponement, or cancellation.

All fees stated are subject to applicable taxes, where applicable, unless otherwise stated.

2. HRD CORP GRANT APPLICATION & APPROVAL

For registration utilizing HRD Corp levy, the application, approval, and compliance of training grants remain the responsibility of the employer or participant's organization.

The employer or participant's organisation is required to submit a copy of the HRD Corp grant approval or equivalent proof of approval to MRS prior to the commencement of the program.

Failure to provide the HRD Corp grant approval before the program commencement date may result in the registration being treated as a direct-paying registration, subject to MRS's payment terms and conditions.

MRS shall not be held responsible for unsuccessful, delayed, rejected, or non-claimable HRD Corp grant applications due to incomplete submission, late application, employer eligibility, levy balance, participant eligibility, participant replacement issues, or any other matter determined by HRD Corp.

For HRD Corp registrations, any refund of advance payment shall only be applicable where the advance payment option has been successfully approved by HRD Corp and payment has been received by MRS.

3. SUBSTITUTION OF PARTICIPANTS

Participant substitutions are permitted with prior written notice to MRS before the program commencement date.

The substitute participant must be from the same organisation, unless otherwise agreed by MRS in writing. Any changes to participant details must be submitted before the program to ensure accurate registration, attendance records, and certificate issuance.

MRS shall not be responsible for any errors in certificates, attendance records, or HRD Corp documentation resulting from late or inaccurate submission of participant details by the organisation.

4. CANCELLATION POLICY

All cancellations must be made in writing to MRS. The following cancellation terms shall apply based on the date written cancellation is received by MRS:

Notice Period	Self-Funded/ Direct Payment	HRDCorp Registration
30 days or more before course	Full refund or transfer to another program	No administrative fee. Refund of approved 30% advance payment, where applicable
14-29 days before course	Refund less 15% administrative fee or transfer to another program	15% administrative fee chargeable
Less than 14 days before course	No refund, but transfer to another program may be allowed	Full course fee payable or transfer to another program may be allowed
No-show	No refund and non-transferable	Full course fee payable

Program transfers are subject to seat availability, program suitability, and approval by MRS. Any approved transfer must be utilised within the period agreed by MRS.

Failure to attend the program without prior written cancellation shall be treated as a no-show.

5. PROGRAM CHANGES, POSTPONEMENT & CANCELLATION BY MRS

MRS reserves the right to confirm, postpone, reschedule, change program details, replace trainers, change venue, or cancel a program due to unforeseen circumstances, operational requirements, trainer availability, insufficient registrations, venue issues, safety concerns, or matters beyond the reasonable control of MRS.

If MRS cancels a program, paid registrations may opt for a full refund or transfer to another available program.

For HRD Corp registrations, participants may opt to transfer to another available program, or where applicable, receive a refund of the approved 30% advance payment in accordance with HRD Corp requirements.

MRS shall not be liable for any travel, accommodation, transportation, loss of income, loss of opportunity, or other incidental expenses incurred as a result of program postponement, rescheduling, cancellation, or changes.

6. ATTENDANCE & CERTIFICATE OF COMPLETION

Participants are required to attend the program as scheduled and complete the required attendance for the program.

A Certificate of Completion will only be issued to participants who fulfil the required attendance and participation requirements, as determined by MRS.

MRS reserves the right to withhold the certificate if the participant does not meet the minimum attendance requirement, leaves the program early without valid reason, or fails to complete the required program activities.

Where applicable, attendance records may also be used for HRD Corp documentation and claim-related purposes.

7. PERSONAL DATA & MEDIA CONSENT

By registering for the program, participants consent to MRS collecting, processing, and using their personal data for program administration, attendance tracking, certificate issuance, communication, payment processing, HRD Corp-related documentation, reporting, and related purposes.

Participants also consent to the use of photographs, video recordings, and other media captured during the program for documentation, marketing, promotional, website, publication, and social media purposes.

Participants who do not wish to be photographed or recorded should inform MRS in writing before the program commencement.

Participants and/or their organisations are responsible for ensuring that all information provided to MRS is accurate, complete, and up to date.

8. LIABILITY

MRS will take reasonable steps to ensure the program is delivered professionally and safely. However, MRS shall not be liable for any loss, injury, damage, delay, or expense incurred by participants except where such liability cannot be excluded under applicable law.

Participants are responsible for their own belongings, valuables, and personal items during the program.

MRS shall not be responsible for any loss or damage to personal belongings brought to the program venue.

MRS
Since 1989