

# Terms & Conditions

These terms & conditions pertain to all *Mastercard Academy* on-site training courses.

## Acknowledgement and Confirmation

An acknowledgement will be forwarded to you to confirm receipt of your registration form. If you do not receive an acknowledgement further to your registration, please contact the Academy.

**IMPORTANT:** Please do not make any non-refundable travel arrangements until you receive the Course Confirmation. Mastercard Asia Pacific and/or Mastercard Academy cannot be held liable for any non-refundable travel costs that may be incurred.

A confirmation will be sent approximately 3 weeks prior to the course date, assuming that it meets the minimum number of required participants.

Once the course is confirmed, you will receive the definitive agenda and details of the training location.

## Price

The price of the course includes the course fee, the course materials and lunch. It does not include breakfast, dinner, travel and accommodation costs.

## Cancellation Policy

### Cancellation by the Participant

- All cancellations must be sent in writing via email.
- All cancellations received in writing *at least* 3 weeks prior to the course date will NOT be charged.
- All cancellations received after this time, but before the course date, will be charged 75% of the course fee.
- No-shows will be charged the full course price.

### Cancellation by Mastercard Academy

The Academy reserves the right to cancel 3 weeks prior to the published date, any course which does not meet its 'minimum number of participants' requirement.

## Travel & Accommodations

Travel and accommodation costs are not included in the course fee. Mastercard cannot be held liable for any non-refundable travel costs, in the event of the cancellation of a course. Participants are recommended to wait until they have received the Course Confirmation before booking flights to attend a course.

## Billing

All customers will be billed the course fee automatically via the Mastercard Consolidated Billing System (MCBS). The MCBS billing event is, for Asia-Pacific:

2MU5037 Academy Training Fee (Open Course)  
2MU5023 Academy Training Fee (Onsite Course)

## Support to Obtain a Visa

If you need to obtain a visa to travel to the course location, please advise us when registering. We can send you a support letter to help you with the visa application. If you need to receive the original letter of invitation through courier service, the Academy will charge you the express delivery charges. Any additional administrative support may be subject to an additional charge of up to US\$150 to cover administrative costs.

## Dress Code

Business casual is appropriate for all courses, unless otherwise specified.

## Language

All courses and material are in English, unless otherwise specified.

## Certificate

All participants receive a personalized certificate upon completion of an Academy open course.