**Cancellation/Postponement**

FRTC reserves the right to cancel or postpone any programme due to unforeseen circumstances. In the event that a programme is cancelled or rescheduled and the fee has been paid, FRTC will refund the nett programme fee received.

**Registration**

Registration will typically close two weeks before the programme commencement date or when the class is fully subscribed, whichever comes first. Registration can remain open until course commencement date if training places are still available.

**Substitution, Deferment and Cancellation Policies**

The following policies and charges will apply for late notice of deferment or cancellation by participants, except for cases that can be waived based on compassionate or medical grounds.

* **Substitution:**

Request for substitution has to be made in writing before the course, e.g., via email and subject to acceptance by FRTC.

* **Cancellation**

14 calendar days and more prior to course commencement – No charge

Less than 14 calendar days prior to course commencement or no show on first day of class or after class commences – 100% of course fees

Request for cancellation has to be made in writing, e.g., via email and subject to acceptance by FRTC.

* **Deferment**

Deferment is permitted on compassionate or medical grounds. Relevant proof or documents must be submitted to substantiate the grounds.

* **Withdrawal**

There will be no refund of programme fees if notification for withdrawal is received after programme commencement.

**Personal Data Protection Act (PDPA)**

FRTC may share your personal data with other agencies, including but not limited to the National Council of Social Service (NCSS) for collection of data in the measurement of training satisfaction and effectiveness as well as funding purposes.

Photographs and videos taken during the course/ event may also be used for marketing and publicity purposes.  Non-identifiable data may be shared for the purpose of research, service improvement or for any other purpose prescribed or permitted under Singapore law.