

## **MSQH Terms and Conditions**

Terms and conditions stated below applies to all visitors and users of MSQH website ([www.msqh.com.my](http://www.msqh.com.my)), MSQH's online platform (e.g. microsite on membership, training, webinars and activities) and payment gateway. Please read the applicable Terms and Conditions and Privacy Policy first before continuing:

### **1. General**

- The content of terms and conditions may be changed, moved or deleted at any time. Please note that MSQH have the rights to change the contents of the terms and conditions without any notice
- For any violation of rules and regulations of these terms and conditions, MSQH will take immediate actions against the offender(s)

### **2. Site Contents & Copyrights**

- All content including images, illustrations, designs, icons, photographs, video clips, and written and other materials that appear as part of this Site, in other words "Contents of the Site", is owned or licensed by MSQH
- Unauthorized use of this content is prohibited

### **3. Comments and Feedback**

- All comments and feedback to MSQH should be channelled through [msqh@msqh.com.my](mailto:msqh@msqh.com.my)
- Users must ensure that their comments do not infringe on third-party rights or include unlawful content
- Users shall be solely responsible for any comments made
- Users shall agree that there will not be content of unlawful, abusive, or obscene material(s) submitted to the site

### **4. Service Information**

- MSQH cannot guarantee all information about the services will be same as necessary updates supersede information provided earlier

### **5. Newsletter**

- Users shall agree that MSQH may send newsletters regarding the latest news/services promotions etc through email

### **6. Indemnification**

- Users shall agree to defend, indemnify and hold MSQH harmless from and against any and all claims, damages, costs and expenses, including attorneys' fees, arising from or related to the users' use of the Site

### **7. Link to Other Sites**

- Users access third-party sites at their own risk, and MSQH is not liable for any issues associated with these sites

### **8. Inaccurate Information**

- There may be information on [www.msqh.com.my](http://www.msqh.com.my) that contains typographical errors, inaccuracies, omissions, that may relate to services and membership description, pricing, and availability
- MSQH reserves the right to correct errors and update information on the website without prior notice to members or participants

### **9. Payments**

- All payments for membership and participation are subjected to the payment instructions and payment deadlines. Please adhere to the payment instructions and terms and condition before making payment
- Refunds are only applicable if membership is not approved by the MSQH Committee
- Payment can be made through various payment methods made available such as payment gateway, credit/debit cards, online payment, etc.
- Payments cards (credit cards or debit cards) are subject to validation checks and authorization by users' card issuer. If we do not receive the required authorization, we will not be liable for any delay in approving your membership or in confirming your participation in an event or activity

## 10. Event/Training

- MSQH can alter event schedules and details without notice. Cancellations or changes must be communicated to MSQH

### Change of Date or Venue

- MSQH reserves the right to make alternative arrangements to the above without prior notice to participants. However, every effort will be made to inform the participants of the changes. Full registration will be refunded if a training/seminar is cancelled or oversubscribed. In the event of a postponement, all registration fee payment will be valid for the postponed dates

### Additional Expenses

- MSQH reserves the right to cancel or postpone the event when the number of participants is below the break-even amount
- MSQH shall not be responsible for any additional expenses incurred by any participant(s) in the course of cancellation or a reschedule or attending the event

### Replacement/Cancellation

- Cancellation of registration by participants is subject to the following:
  - a) If a participant is unable to attend an event for any reason they may substitute, by arrangement with the MSQH, someone else to attend in their place
  - b) Where the participant is unable to attend, and is not in a position to transfer his/her place to another person, and where notice is received,
    - **Fourteen (14) working days prior to commencement, paid registration fee will be fully refunded less 20% of administration fee**
    - **Less than 14 working days but more than seven (7) working days prior to the commencement, 50% of the paid registration fee will be refunded**
    - **Less than seven (7) working days, the full training fee will be charged, and participant is not eligible for a refund**

### Non-Attendance/No-Show

If participants fail to attend, the full registration fee will be charged



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