

**NEO CLOUD TECHNOLOGIES ADMISSION GUIDELINE / REFUND,
CANCELLATION, AND DEFERMENT POLICY FOR TRAINEES, INTERNS AND
MENTEES .**

This information is for Neo Cloud Technologies learners and other training partners who are enrolled in any of the Neo Cloud training programs (physical or virtual training) about our admission guideline, refund, cancellation, and deferment policy.

Read and understand the admission guideline thoroughly. Identify the areas related to your training, internship or mentorship that come under the scope of the admission guideline.

Strict compliance is expected as any default or non-compliance will be dealt with as deemed appropriate by **NEO CLOUD TECHNOLOGIES** disciplinary Department.

1. All students at Neo Cloud Technologies are responsible for conducting in a manner that enhance an environment of learning in which the rights, dignity, worth, and freedom of each member of the academic community are respected.
2. Please respect your fellow students' desire to learn and refrain from talking or engaging in other disruptive behavior during class.
3. Please mute your cell phones for the duration of the class.
4. Remember that Neo Cloud Technologies facility is a place of work/learning and it is important to maintain a professional attitude at all times.
5. Punctuality is essential and mandatory.
6. You must attend 70% of total class time allotted to the course for you to be issued certificate.
7. Lateness should not be more than 15mins without pre-information to the faculty.
8. All projects must be turned in on time as instructed.
9. No eating in any of the learning facility.
- 10.No drinking in any of the learning facility

11. Smoking or Vaping is highly prohibited in Neo Cloud Facilities.
12. If you miss more than two weeks of class without giving notice, you will be penalized and you will not be given refresher class.
13. Wait patiently for your turn and avoid interrupting ongoing conversations.
14. Avoid using inappropriate language or gestures within any NEO CLOUD TECHNOLOGIES facility.
15. Do not loiter around the facility or disrupt the learning environment.
16. If you have a complaint or concern, express it in a calm and professional manner.
17. Do not misuse learning equipment, furniture's and fittings.
18. NEO CLOUD TECHNOLOGIES reserves the right to reschedule the classes subject to the convenience and schedule of the institution.
19. All payments must be made to the company account (account name must be NEO CLOUD TECHNOLOGIES)
20. All outstanding payments must be cleared two months prior to the end of the programme
21. Students may choose to upgrade from one course to another by registering their interest with the school management and paying the appropriate fee.
22. If a student wishes to downgrade from one course to another the fees paid will be seen as the downgraded course fee as no refund after payment
23. The Faculty reserves the right to postpone classes if the required number of students necessary to enable the perfect running of the class is not attained this does not attract extra fees as trainees are always guaranteed money's worth.
24. NEO CLOUD TECHNOLOGIES reserves the right to take photographic or film records of any of its programs including but not limited to ongoing training sessions and other activities.

25. NEO CLOUD TECHNOLOGIES may use any of such photographic or film records for promotional and/or commercial purposes without any remuneration to the trainee, intern or mentee.
26. Trainees, interns or mentees agrees to assign all right, title, and interest they may have in or to any media in which their name or picture, video, audio or likeness might be used to NEO CLOUD TECHNOLOGIES
27. NEO CLOUD TECHNOLOGIES reserves the right to terminate a student's admission at any time if student is found to disobey the rules and regulation in the guideline or bring disrepute to the name of NEO CLOUD TECHNOLOGIES.
28. NEO CLOUD TECHNOLOGIES will not be held responsible for any commercial or financial dealings that any of its employees may enter into with Clients, Students and Mentee. Without the prior knowledge, assent, and authorization of the office General Manager.

Program and Training Cancellation

By completing your registration for a course and making a payment of full or installment fee, you agree to the following Terms and Conditions:

- Prior to the start of your class, you must pay the first installment(70% of total fee) in full.
- The second installment is due one month after the first payment and Six months for those undergoing 2years courses.
- You have the right to cancel your class by requesting “course cancellation” 5 working days before the course start date. Course start dates are made available to all students.
- Students who pay for a course late (that is lesser than 5 days before the start date) cannot cancel their course once the course's cohort has started.
- Neo Cloud Technologies reserves the right to reschedule a course, which will be duly communicated within 2 working days of the scheduled date before the commencement of the class.

- Cancellation of a course AFTER the program and training has started will attract NO refund, and students will be obliged to complete the training program which has been started.

Changing Course

- Students can only change an already started course with Neo Cloud Academic team's approval.
- If the course has not started, the student can only request for a change of program 5 days before the start date.
- Approval can only be granted 1 day before the training starts.
- When approval is granted, the new course has to be paid for in full before the finance team can process the refund for the previously enrolled course.

Refund Procedure

- In order to obtain a refund, learners must request a refund in writing via email.
- After a request for a refund has been made (with reasons), the learner will receive an email with a refund form included, where they will be required to fill in a few details for their refund to be processed.
- Refund is only approved when requested 5 days before the course starts date
- Refunds for course cancellation will take 10-15 working days to process.
- Refunds on erroneous or overpayments will take 5 working days to process.
- You need to send your payment information to support@techno.ng

Program Deferment

- A student who for some reason(s) is unable to begin a program as at when due and wants to defer to the next cohort can defer.

- A student can only defer to the NEXT cohort. For example, if you sign up for the Data Science February cohort and cannot take the program in February, you can only defer your training to the March cohort and not beyond March. Deferment to any other cohort beyond the next cohort is NOT allowed, and a refund WILL NOT be processed for such a situation, and the student will forfeit the amount paid for that program.

Program Access

- A student is only allowed to be on the Neo Cloud Student's portal for 3 Months after completion of the program. All rights and ACCESS to the portal will be removed after the stipulated duration of 3 Months.
- Under the condition, a student requests for refund or program cancellation once the class has started, they will be removed from the portal and will no longer have access to Portal.