



Refund, Postponement, Cancellation Policy for The Forge Malaysia

1. Registration and Payment

1.1. Upon registration for The Forge, a one-time payment is required to secure your place in the program. Registration is on a first-come, first-served basis.

2. Cancellation by Participant

2.1. **Cancellation Notice:** Participants wishing to cancel their registration must provide written notice via email to theforge@cleverdeskgroup.com. The date of receipt of the cancellation notice will determine the applicable refund amount.

2.2. Refunds:

- **More than 30 Days Before Program Start Date**
Participants who cancel more than 30 days before the start of The Forge will receive a 50% refund of the total program fee.
- **15-30 Days Before Program Start Date**
Participants who cancel between 15 and 30 days before the start of The Forge will receive a 25% refund of the total program fee.
- **Less than 15 Days Before Program Start Date**
Participants who cancel less than 15 days before the start of The Forge are not eligible for a refund.

3. Cancellation or Postponement by Organizer

3.1. **Program Changes:** Clever Desk reserves the right to make changes to the program schedule, location, or instructors if necessary. Participants will be notified of any significant changes as soon as possible.

3.2. **Postponement of Training:** Clever Desk reserves the right to postpone The Forge due to unforeseen circumstances, such as but not limited to, low enrolment, unavailability of key instructors, or other factors beyond our control. If the program is postponed, participants will be notified as soon as possible, and their registration will automatically be transferred to the rescheduled dates. If the rescheduled dates are not suitable, participants may request a full refund.

3.3. **Cancellation by Organizer:** In the unlikely event that The Forge is cancelled by Clever Desk, participants will receive a full refund of all fees paid.

4. Transfer of Registration

4.1. **Participant Transfer:** Participants may transfer their registration to another individual up to 7 days before the program start date. A transfer fee of RM200 will apply.

Clever Desk Group Sdn Bhd.

No 1, Jalan RK 5/3, Rasah Kemayan, 70300 Seremban, Negeri Sembilan
contact@cleverdeskgroup.com | 012-2610351

[clever.desk](#) [Clever Desk Group](#) [Clever Desk Group](#)

[#CleverDesk](#)

Notification of transfer must be provided in writing to theforge@cleverdeskgroup.com.

5. Special Circumstances

5.1. Medical Emergencies: In cases of medical emergencies, participants may request a full or partial refund, subject to review and approval by Clever Desk. Documentation of the emergency may be required.

5.2. Force Majeure: Clever Desk will not be liable for any refunds or compensation if the program is affected by circumstances beyond its control, including but not limited to natural disasters, war, or government restrictions.

6. Contact Information

For any questions or to initiate a cancellation or transfer, please contact:

Clever Desk

Email: theforge@cleverdeskgroup.com

Phone: 012-2610351

7. Policy Changes

Clever Desk reserves the right to amend this Refund and Cancellation Policy at any time. Participants will be notified of any changes to the policy.