

**POSTGRADUATE TRAINING CENTER
POLICY ON ACTIVITY REGISTRATION, CANCELLATION, TRANSFER, AND REFUND**

I. REGISTRATION POLICY:

1. Waiver of registration fee is acceptable only if the subject participant is sponsored and officially approved by the PTC Management.
2. The registrant should receive an official receipt after payment of the registration fee and no further actions shall be taken without presenting the original receipt.
3. All registrations are completed via mail, e-mails and in-person or via the registration website, which will be confirmed upon receiving the registration fee.
4. Prefer to register for life support courses/mandatory courses before the expiration date, as shown on the course certificate or card otherwise, the registrant will pay the full amount of the course.
5. In the event that the new guidelines and manuals are already available, the PTC reserves the right to charge "provider" fee including the amount of the new manual.
6. No registration shall be made without payment. Unless, PTC announced the educational activity as "free of charge."
7. Registration is valid only if the registration form is completed and submitted.
8. The registrant is responsible to read and sign for having read the policies stated herein, which is located at the bottom part of this page.

II. CANCELLATION, Transfer, and Continuing Medical Education Hours Accreditation Policy:

1. If the participant would like to reschedule or transfer to another course:

- a) In case of illness or emergency cases, the registrant needs to provide proper documentation.
- b) The return of used course manual is not refundable, including its shipping charges.
- c) No refund of the course fees is allowed in any case except in the cases mentioned in the policies regarding the withdrawal of the participant from the course after confirming the registration number (i - ii - iii - iv) Or if the course is canceled by the management of the Postgraduate Training Center.
- d) Rescheduling of the course is allowed and after registration is approved up to a maximum of one week before the date of the course, a rescheduling fee is 100 SR.

2. If the participant decides to withdraw from a course after the PTC confirmed his/her registration:

1. Forfeiture of the full course fee if, the participant decided to withdraw or cancel his/her activity registration:
 - i. In less than the "late registration date" of the activity, as advertised or announced.
2. In exceptional circumstances, as deemed by the PTC management, the participant will receive a full or partial refund of the course fee, upon presentation of a valid document and justification for the request:
 - i. Illness or injury – Copy of Medical Report or signed doctor's note on an original letterhead indicating the sickness or health condition causing the inability to attend the course.
 - ii. Death of an immediate family member (spouse, parents, siblings, and children) – Copy of death certificate or death notice.
 - iii. Involuntary work transfer or shift change – Copy of related employer's documentation.
 - iv. Other documentable unforeseen and unavoidable circumstances – Letter or statement explaining the participant's failure of course attendance.

3. **Continuing Medical Education Hours accreditation:** The Saudi Commission for Health Specialties will not accept or credit any participant that does not fit the target audience of the announced course. In this case, (the participant will not receive refund of the course fee).

III. IMPORTANT GENERAL IMPLEMENTATION:

1. Smoking is prohibited inside the training center and during programs or educational activities.
2. For American Heart Association (AHA) courses, disclaimer applies to any course that a student is charged.
3. Reproduction of AHA course materials is not allowed.
4. Participant's phones and pagers must be switched off during Emergency Care Courses.
5. Participants are required to bring their own course manual/book. Otherwise, they will not be accepted to attend the course and they will need to reschedule the course with new payment.
6. Late comers without notice of more than 15 minutes will not be accepted to attend the course; they will be considered absent.
7. Pregnant and sick participants are responsible to inform the PTC Registration Office about their situation in advance.
8. Participants must not leave anything (booklets, files, or personal belongings) behind them in the classroom.
9. For media and documentation purposes, the Media Services Department, KSAU-HS will be taking pictures and video recordings on any PTC educational activity.

IV. DISCLAIMER:

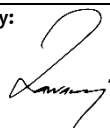
While the Postgraduate Training Center makes every effort to conduct activities as advertised, we reserve the right to change the schedule and/or instructors without prior notice and to cancel any activity without liability. In the latter case, there is a full refund of activity fees to participants.

Prepared by:



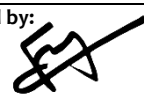
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1. الإعفاء عن رسوم التسجيل يكون مقبولاً فقط في حال تمت رعاية المشترك من قبل جهة معتمدة رسمياً من قبل إدارة مركز تدريب الدراسات العليا.
2. يجب أن يتلقى المشترك إيصالا رسمياً بسداد رسوم التسجيل ولن يتم إتخاذ أي إجراءات أخرى دون تقديم الإيصال السداد الرسمي.
3. إذا تمت عملية تسجيل المشترك من خلال البريد الإلكتروني الخاص بمكتب التسجيل، أو التسجيل من خلال مكتب التسجيل، أو من خلال الموقع الإلكتروني للتسجيل سيتم اعتماد عملية التسجيل فقط بعد اكتمال عملية دفع الرسوم وإصدار إيصال السداد الرسمي.
4. يفضل إعادة التسجيل في دورات دعم الحياة الإلزامية قبل إنتهاء تاريخ صلاحية الشهادة كما هو موضح في شهادة الدورة التدريبية أو في بطاقة الدورة التدريبية، وخلاف ذلك يتوجب على المشترك دفع الرسوم كاملة.
5. في حال توفر شروط أو ملحقات جديدة لإحدى الدورات، يحق لمركز تدريب الدراسات العليا فرض الرسوم الكاملة للدورة وتشمل رسوم الملحقات الجديدة مثل : الكتب وغيرها.
6. لا يتم اعتماد عملية التسجيل بدون دفع الرسوم في جميع الدورات، خلاف ذلك سيتم الإعلان عن الدورات المجانية.
7. عملية التسجيل تكون سارية المفعول عند إكمال السداد وإكمال نموذج التسجيل وتسليمه.
8. يجب على المشترك أن يطلع ويوقع بموجب قرانته لهذه السياسات الخاصة بمكتب التسجيل قبل عملية السداد وإكمال التسجيل.

سياسات الإلغاء، إعادة الجدولة وسياسة ساعات الاعتماد: في حالة رغبة المشترك في إعادة الجدولة أو نقل التسجيل لدورة أخرى:

1. في حالات المرض أو حالات الطوارئ، يتوجب على المشترك تزويد مكتب التسجيل بالوثائق الداعمة لذلك.
2. إرجاع ملحقات الدورة المستخدمة كالكاتب وغيرها. غير مستردة الرسوم بما في ذلك رسوم الشحن.
3. لايسمح بإستعادة رسوم الدورة بأي حال من الأحوال ماعدا في الحالات المذكورة في السياسات الخاصة بإسحاب المشترك من الدورة بعد تأكيد تسجيله رقم 2 – 3 – 4 – 5 أو حال إلغاء الدورة من قبل إدارة مركز تدريب الدراسات العليا.
4. يسمح بإعادة الجدولة للدورة وبعد اعتماد التسجيل حتى قبل تاريخ إنعقادها بإسبوع كحد أقصى، يتم تطبيق رسوم إعادة الجدولة بقيمة 100 ريال.

إذا قرر المشترك الانسحاب من الدورة بعد تأكيد تسجيله، يتم تطبيق مايلي:

1. لا يتم استرداد رسوم الدورة في حال أي إلغاء يقوم به المشترك بعد تاريخ إقفال التسجيل للدورة كما هو معلن ومنشور.
2. في حالة المرض أو الإصابة يرجى تزويد مكتب التسجيل بتقرير موقعا من قبل الطبيب يشير إلى عدم القدرة على حضور الدورة.
3. وفاة أحد أفراد الأسرة المباشرين (الزوج – الأب – الشقيق – الطفل) مع إثبات شهادة الوفاة أو إشعار الوفاة.
4. ظروف نقل العمل أو التغيير مع إثبات وثائق صاحب العمل.
5. ظروف أخرى غير متوقعة ولايمكن تجنبها قابلة للتوثيق تمنع حضور الدورة يحصل المشتركون على رد كامل أو جزئي من رسوم الدورة.

سياسة ساعات الاعتماد:



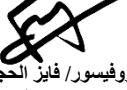
- اعتماد ساعات التعليم الطبي المستمر: لن تقبل الهيئة السعودية للتخصصات الطبية إضافة أي مشترك لا يتناسب مع الفئة المستهدفة للدورة المعلن عنها. في هذه الحالة (رسوم الدورة غير مستردة).

تعليمات عامة يجب التقيد بها:

1. التدخين ممنوع داخل مركز التدريب و أثناء البرامج أو النشاطات التعليمية.
2. للحصول على دورات جمعية القلب الأمريكية، فإن الجمعية تخلي مسؤوليتها عن أي رسوم يعتمدها المركز على المشاركين لحضور الدورات.
3. يجب إغلاق الأجهزة النقالة وأجهزة الإستدعاء الخاصة خلال جميع دورات دعم الحياة.
4. يتوجب على المشتركين إحضار المستلزمات/ الكتب الخاصة بالدورات وإلا فلن يتم قبول حضورهم وإعادة دفع الرسوم من جديد.
5. لايسمح بنسخ أو إعادة طباعة مواد جمعية القلب الأمريكية.
6. لن يتم قبول المشتركين المتأخرين دون سابق إنذار لأكثر من 15 دقيقة لحضور الدورة وسيتم إعتبارهم غائبين.
7. ظروف الحمل الخاصة بالمشاركات أو في حال المرض، يتم إفادة مكتب التسجيل عن الحالة مقدما.
8. يجب على المشتركين عدم ترك المستلزمات الخاصة بهم بعد نهاية الدورة كالكتيبات والملفات، .. إلخ.
9. للإستخدام الرسمي ولأهداف إعلامية و توثيقية، قسم خدمات الإعلام بجامعة الملك سعود للعلوم الصحية سيقوم بالتقاط الصور وتسجيلات الفيديو لأي نشاط تعليمي في مركز تدريب الدراسات العليا.

سياسة إخلاء المسؤولية:

في حين يبذل مركز تدريب الدراسات العليا قصارى جهده للقيام بالأنشطة كما هو معلن، فإننا نحفظ بالحق في تغيير الجدول أو المدربين دون إشعار مسبق وإلغاء أي أنشطة دون مسؤولية . في الحالة الأخيرة يتم إسترداد رسوم النشاط بالكامل للمشاركين.

الإعداد بواسطة:	التوصية بواسطة:	الموافقة بواسطة:
 الأستاذة/ هديل الراجحي مدير بالإتابة لمركز تدريب الدراسات العليا عمادة الدراسات العليا جامعة الملك سعود للعلوم الصحية	 الدكتورة/ عكباء زواوي عميد مساعد، في التطوير المهني المستمر مدير مركز تدريب الدراسات العليا عمادة الدراسات العليا جامعة الملك سعود للعلوم الصحية	 البروفيسور/ فايز الحجيلي عميد مركز تدريب الدراسات العليا جامعة الملك سعود للعلوم الصحية

Policy & Procedures of Symposia and Conferences:

Important Guidelines:

1. Participants need to create an online account at <http://events.ksau-hs.edu.sa> so they can register in an event. Payment is non-refundable and will not be accepted if the participant does not have an online file and registration.
2. Attendance certificates have corresponding fees. Kindly refer to each event's description.
3. Conference registration is separate from workshop registration.
4. Participants are exclusively responsible for their <http://events.ksau-hs.edu.sa> accounts and all details they provide in the system. The organizing department (DPE- SCD) is not liable for the errors or inaccuracies of spellings, titles, SCFHS professional numbers etc. and the situations resulting to non-issuance of e-certificates for the CME.
5. Attendees must abide, follow and complete the attendance scanning timeline. Any participant who is absent, misses the scheduled log in, or arrives late at the venue, will not be considered as an active participant and will not earn an e-certificate.
6. On-site registration will be accepted but receipt of all privileges cannot be guaranteed.
7. The DPE- SCD has the right to amend the policies whenever deemed necessary.

Registration and Attendance Policy

Please follow the instructions below carefully:

- Onsite registration will be available on the first day of the event only for limited seats; however, receipt of all privileges cannot be guaranteed.
- Attendance:
 - Participants should be punctual and follow the timeline and program announced.
 - The venue dates and timeline of the event can be subject to changes by the organizer whenever deemed necessary.
 - The participants must bring their original Identification card while attending the event. Screenshots or electronic images of said Identification cards are not permissible.
 - Participants who don't show proper identification will not be allowed to attend the conference.
 - Access to conference functions without a conference badge will be denied. Participants without an official conference badge will be asked to show proof of registration.
 - All registrants who are subjected to slot availability will be accepted on a first-come, first-serve concept.

Payment Policy:

- Participant should register and complete personal information in their account profile at <http://events.ksau-hs.edu.sa> and select the conference or workshop accordingly.
- Payment will be accepted only if participant has completed the online registration.
- All registration fees are non-refundable and registration cannot be cancelled.
- All registrations are individual and non-transferable to other participants.
- Only individual payment will be accepted. Group payments are not allowed.
- Registration payments made will be issued an official receipt.
- **Only Onsite Registration payment** will be available during the duration of the said event.
- Registration Payment, whether onsite or pre-registered should be on cash basis and will be accepted only until the last day of the event. Any payment made thereafter will be considered null and void and is non-refundable.

Survey links and CME hour accreditation will only be activated if the participant has:

- 1) Verified registration payment - Official Receipt issued by KSAU-HS.
- 2) Updated Account Profile with ACCURATE Saudi Council Number in the Events Management System
- 3) Completed the attendance record.

Security & General Rules & Declaration:

By accepting the general terms and conditions, the participant declares that he/she agrees on our rules. The participant acknowledges that she / he has no right to lodge damage claims against the organizers. With her / his registration, the participant accepts this provision. All participants are expected to abide by the following policies and regulations and we reserve the right to take the following measures:

- Issued conference badges should be worn visibly at all times.
- No ID, No Entry as participants must wear the conference badge before entering the Convention Center.
- Participants must be prepared to verify their identity upon the request of organizers.
- Use of cameras and audio/video recording is prohibited
- Should a participant decide to leave the venue before the conference ends, participant must surrender his/her conference badge.
- Participants should not leave their valuables unattended. The management will not be liable for loss of personal belongings.
- Snacks and light lunch are included in the registration fee and will be served for participants at the Mezzanine area.
- Mobile phones should be switched to silent mode at all times during sessions.
- The venue is a smoke-free area. (non-smoking)
- For assistance on your health problems, please proceed to the registration desk.
- Go Green: The Organizers applies Go Green policy hence, no printed material will be distributed.
- Representatives shall normally be at least 18 years of age. Younger representatives will not be allowed due to safety and security matters. We cannot provide on-site childcare services hence; children cannot participate in our activities, even if accompanied by an adult attendee.
- The DPE- SCD has the right to amend the policies whenever deemed necessary.

Workshop Policy & Procedures:

Registration Guidelines

- All registrants who are subjected to slot availability will be accepted on a first- come, first-serve concept.
- Online registration for workshops is required prior to the payment.
- Workshop registration is separate from forum registration
- Only individual payment will be accepted, no group payments allowed

Payment Method for Workshops

- Visit the event website for more registration details.
- Complete your personal information in your profile at <http://events.ksau-hs.edu.sa>
- Choose the workshop that you are interested in.
- After registration online, kindly visit SCD Office, 2nd Floor, DPE Building to fill-out the registration form in order to settle payment at the Cashier next to PTC Registration Office.
- Registration will be completed after you turn in your payment invoice along with the registration form at the Symposia office, Deanship of Postgraduate Education building.

Please note the below:

- If you cannot select the workshop that you want to register in that means that workshop is already full.
- Registrants cannot transfer from one workshop to another without notifying the workshop coordinator.
- All the workshop fees are non-refundable.

Due to limited seats, Workshops Registration will be filtered weekly.