

SPEAKENT

A Place Where Ideas Are Spoken With Purpose

TERMS & CONDITIONS

A Comprehensive Governance Document for All Parties of Speakent
Students · Teachers · Team Members · Visitors · Collaborators

Effective Date: 15th March, 2026 · Version 1.0 · Online Programme
This document is legally binding upon enrolment, engagement, collaboration, or access of any kind.

PREAMBLE

These Terms and Conditions (hereinafter referred to as the "Agreement") constitute a legally binding and enforceable document governing all interactions, relationships, obligations, rights, and conduct within and around the Speakent platform, its online programmes, and its community. Speakent is a live online communication and spoken English training initiative delivered via video conferencing platforms including but not limited to Zoom, Google Meet, and similar tools, and is operated under the founding leadership of its creator and principal trainer.

This Agreement applies in full to every individual who interacts with Speakent in any capacity — including enrolled students, prospective students, parents or guardians of students, teaching faculty, freelance trainers, full-time and part-time team members, administrative staff, social media managers, content creators, business collaborators, sponsors, vendors, and any individual who visits Speakent's online platforms, messaging groups, social media channels, or attends any session in any capacity.

By enrolling in any programme, joining the team in any role, attending any session, visiting any Speakent platform, or accessing any Speakent content, you confirm that you have read and understood this Agreement in full and agree to be bound unconditionally by all terms stated herein. If you do not agree to any part of this Agreement, you must immediately discontinue your engagement with Speakent.

i PLAIN LANGUAGE COMMITMENT

Speakent has written this document to be as clear and readable as possible without compromising legal precision. Read it fully — not just the headings. Ignorance of any clause is not a valid defence against a breach.

1. DEFINITIONS & INTERPRETATION

The following terms carry the specific meanings defined below throughout this Agreement, unless the context explicitly requires a different interpretation.

"Speakent" refers to the online communication training platform, its founder, its brand, its team, its programmes, and all associated intellectual and operational assets.

"Online Programme" refers to any live, instructor-led session, course, batch, workshop, webinar, trial class, or orientation delivered via video conferencing software such as Zoom or Google Meet, or any combination of live and recorded sessions.

"Student" refers to any individual who has enrolled in, paid for, been accepted into, or is in any stage of participation in any Speakent programme.

"Teacher" / "Trainer" refers to any individual engaged by Speakent to deliver instructional content, conduct live sessions, provide student feedback, or support students in an educational capacity.

"Team Member" refers to any individual employed, contracted, or volunteering with Speakent in any operational, administrative, creative, or technical capacity.

"Visitor" refers to any individual who accesses Speakent's social media pages, website, messaging groups, or attends a session without being a formally enrolled student or engaged team member.

"Content" refers to all material created, owned, or distributed by Speakent including course curricula, e-books, worksheets, frameworks, session recordings (where authorised), scripts, slides, social media posts, and any other written, audio, or visual material.

"Platform" refers to any digital environment through which Speakent operates, including but not limited to Zoom, Google Meet, WhatsApp, Telegram, Instagram, YouTube, and any website associated with Speakent.

"Misconduct" refers to any behaviour that is harmful, disrespectful, dishonest, disruptive, illegal, or in violation of any provision of this Agreement, occurring on or in connection with any Speakent platform or programme.

"Batch Commencement Date" refers to the date on which the first scheduled live session of an enrolled batch takes place.

2. GENERAL PROVISIONS — APPLICABLE TO ALL PARTIES

2.1 Acceptance of Terms

- 2.1.1** Participation in any Speakent programme, service, event, session, or platform — in any capacity — constitutes full and unconditional acceptance of this Agreement in its entirety.
- 2.1.2** Speakent reserves the right to amend, update, or modify this Agreement at any time. All parties will be notified of material changes via their registered contact details. Continued participation after such notification constitutes acceptance of the revised Agreement.
- 2.1.3** This Agreement supersedes all prior verbal, informal, or written understandings, promises, or representations made by any Speakent representative, unless those representations are expressly incorporated into a separate signed agreement.

2.2 Universal Code of Conduct

Every individual associated with Speakent — regardless of role, duration of association, or the medium of interaction — is expected to uphold the following standards at all times.

- 2.2.1** Treat every person within the Speakent community — regardless of their proficiency level, background, role, or personal characteristics — with dignity, patience, and genuine respect.
- 2.2.2** Refrain from any form of harassment, bullying, mockery, threats, intimidation, or discrimination based on language background, religion, caste, gender, age, physical appearance, or any other personal attribute.
- 2.2.3** Communicate honestly and in good faith in all interactions with Speakent and with any member of the Speakent community.
- 2.2.4** Maintain confidentiality of personal disclosures made by other students or participants within sessions. What is shared within the programme environment stays within it.
- 2.2.5** Refrain from conduct that disrupts the learning environment, undermines another person's confidence, or degrades the experience of any other participant.

2.3 Online Communication Standards

Because Speakent operates entirely through live online sessions and digital communication channels, the conduct of all parties on these platforms is particularly important and is governed by the following rules.

- 2.3.1** All communication via messaging platforms, email, social media, or video conferencing must be conducted respectfully and professionally at all times.
 - 2.3.2** Abusive, threatening, or inappropriate messages sent to any Speakent representative, teacher, team member, or fellow student will result in immediate termination of the sender's association with Speakent, without any entitlement to refund.
 - 2.3.3** Speakent reserves the right to maintain records of all digital communications — including messages in Speakent's official groups — for the purposes of quality assurance, dispute resolution, and legal compliance.
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3. TERMS APPLICABLE TO STUDENTS

3.1 Enrolment & Eligibility

- 3.1.1** Enrolment in any Speakent programme is confirmed only upon payment of the applicable fee in full. A seat in any batch is not reserved or guaranteed until payment is received and acknowledged by Speakent.
- 3.1.2** Speakent reserves the right to refuse enrolment to any applicant at its sole discretion, without any obligation to provide reasons for that decision.
- 3.1.3** Students are solely responsible for ensuring that all information provided during enrolment — including name, contact details, and current proficiency level — is accurate and complete. Providing materially false information may result in immediate removal from the programme without refund.
- 3.1.4** Students below the age of 18 must obtain prior consent from a parent or legal guardian. By enrolling on behalf of a minor, the parent or guardian accepts all terms of this Agreement on behalf of the student and assumes full responsibility for the student's participation and conduct.

3.2 Online Attendance & Participation

Because Speakent's programmes are delivered entirely through live online sessions, attendance and active participation are not optional — they are the mechanism through which the programme works. The following standards apply.

- 3.2.1** Students are expected to attend all scheduled live sessions punctually. The session link will be shared in advance through the designated Speakent communication channel. Students are responsible for ensuring they have reliable internet access and a functioning device before each session begins.
- 3.2.2** A minimum attendance of 75% of scheduled live sessions is required to be eligible for a certificate of completion, any performance evaluation, or farewell recognition at the end of the programme.

- 3.2.3** Students are expected to actively participate in all speaking activities — including drills, group discussions, debates, and role plays. Joining a session without speaking or engaging is not considered valid attendance.
- 3.2.4** Students must join sessions with their microphone functional and their display name matching the name registered with Speakent. Anonymous or unrecognised participants may be removed from the session.
- 3.2.5** Students must complete all assigned practice tasks, DPPs, and exercises between sessions. These are core to the programme's daily-practice methodology. Consistent non-completion will be noted in the student's progress record.
- 3.2.6** Technical difficulties on the student's end — such as internet failure, device malfunction, or power cuts — do not automatically entitle the student to a makeup session, though Speakent will make reasonable efforts to accommodate genuinely exceptional circumstances.

3.3 Payment Terms

- 3.3.1** All programme fees are payable in full prior to the Batch Commencement Date. Payment must be made through the designated payment channels communicated by Speakent. Enrolment is not valid until payment is confirmed.
- 3.3.2** All fees are quoted and payable in Indian Rupees (INR). Speakent is not responsible for any transaction fees, bank charges, or currency conversion costs that may be incurred by the student.
- 3.3.3** Speakent reserves the right to revise programme fees for future batches. Any such revision does not affect students who have already confirmed enrolment at a previously quoted fee.
- 3.3.4** In the event of a payment discrepancy or transaction failure, the student must notify Speakent in writing within 5 business days of the transaction date. Concerns raised beyond this window may not be entertained.

3.4 Refund Policy

⚠ READ THIS SECTION CAREFULLY

Speakent's refund policy is designed to be fair while protecting the commitment made to the batch structure, trainer scheduling, and all enrolled students. Please read every clause before enrolling.

- 3.4.1** Pre-Commencement Partial Refund: If a student formally requests withdrawal in writing before the Batch Commencement Date and within 7 calendar days of making their payment, Speakent will issue a refund of 50% of the total fee paid. Requests made after 7 days of payment but before batch commencement are not eligible for any refund.
- 3.4.2** No Refund After Batch Commencement: Once the batch has commenced — that is, once the first live session has taken place — no refund will be issued under any circumstances, regardless of how many sessions the student has attended or has remaining. At the point of commencement, Speakent has fully committed its resources including trainer time, materials, seat allocation, and community infrastructure.
- 3.4.3** Batch Transfer in Exceptional Circumstances: If a student is genuinely unable to continue after commencement due to a documented medical emergency or a severe and verifiable personal crisis, Speakent may — at its sole and absolute discretion — offer a one-time transfer of enrolment to the next available batch of the same programme. This is offered in lieu of a

refund, is not guaranteed, and must be formally requested in writing within 10 days of the student's last attended session.

- 3.4.4** Full Refund if Batch Does Not Start: If Speakent cancels or indefinitely postpones a batch before it commences, every enrolled student will receive a full refund of the total fee paid, processed within 10 business days of the cancellation announcement. Alternatively, the student may choose to transfer their enrolment to the next available batch — entirely at the student's discretion.
- 3.4.5** Non-Refundable Materials: Fees paid for any supplementary materials, e-books, or add-on resources that have already been delivered digitally to the student are non-refundable under any circumstances, as digital delivery constitutes immediate consumption.
- 3.4.6** Removal for Misconduct: A student removed from the programme due to a violation of the Misconduct Policy (see Section 3.7) is not entitled to any refund, partial or otherwise.

3.5 Online Session Conduct

- 3.5.1** Students must access live sessions from a reasonably quiet environment. Persistent background noise that disrupts the session for other participants may result in the student being muted or temporarily removed by the trainer.
- 3.5.2** Students must maintain appropriate on-camera conduct at all times during video-enabled sessions, including appropriate attire and a suitable background.
- 3.5.3** The session link, meeting ID, and access credentials shared by Speakent are for the enrolled student's exclusive use. Sharing these credentials with any other person is strictly prohibited. Any disruption or data breach resulting from such sharing is the full responsibility of the student who shared the credentials.
- 3.5.4** Speakent's official messaging groups (WhatsApp, Telegram, or similar platforms) are reserved exclusively for programme-related communication. Spam, promotional content, political content, or any material unrelated to the programme must not be posted in these groups.

3.6 Recording Policy — Students

⚠ ZERO TOLERANCE: UNAUTHORISED RECORDING

Recording any Speakent live session — in any form, for any stated reason — without the prior written consent of Speakent is a serious violation of this Agreement and of applicable privacy law. This rule has no exceptions.

- 3.6.1** Students are strictly prohibited from recording any Speakent session — whether audio, video, screenshot, or any other method of capture — without the express prior written consent of Speakent and all session participants.
- 3.6.2** Speakent may, at its discretion, record sessions for internal quality assurance, student progress review, or programme improvement. Such recordings are Speakent's exclusive intellectual property and will not be shared publicly without the consent of all identified participants.
- 3.6.3** Any recording made by a student in violation of Clause 3.6.1 must be permanently and irreversibly deleted immediately upon written notification from Speakent. The student must confirm deletion in writing. Failure to comply, or evidence of the recording having been shared, may result in legal action under applicable laws governing privacy and intellectual property rights.

4. INTELLECTUAL PROPERTY RIGHTS — COMPREHENSIVE FRAMEWORK

Speakent's intellectual assets — its course designs, teaching frameworks, language-building methodologies, written materials, and brand — represent the most significant investment made by its founder and are among the platform's most valuable resources. This section establishes detailed, comprehensive protections for those assets. All parties are required to read and respect every clause in this section.

4.1 Ownership of All Speakent Content

- 4.1.1** All content produced by, for, or in connection with Speakent — including but not limited to course curricula, 12-week and 10-week programme structures, session outlines, warm-up scripts, speaking drill formats, DPP frameworks, e-books, worksheets, vocabulary exercises, phrasal verb lists, feedback templates, confidence-building frameworks, debate formats, story creation guides, role play scripts, pronunciation correction guides, and any other written, audio, or visual material — is the exclusive intellectual property of Speakent.
- 4.1.2** This ownership applies regardless of whether the content was created by the founder, a teacher, a team member, or any contractor engaged by Speakent in relation to their Speakent work. Work product created in the course of any engagement with Speakent vests in Speakent from the moment of its creation.
- 4.1.3** The Speakent name, the IGNITE and ASCEND course names, all associated taglines (including "A Place Where Ideas Are Spoken With Purpose"), logos, colour schemes, brand elements, and any other identifiers associated with Speakent are proprietary marks of Speakent and may not be used by any external party without prior written authorisation.

4.2 Restrictions on Use of Speakent Content

The following restrictions apply to all students, visitors, teachers, and team members. These are not aspirational guidelines — they are binding obligations with serious consequences for breach.

- 4.2.1** No party may copy, reproduce, adapt, translate, modify, distribute, publish, broadcast, upload online, share via messaging platforms, or create derivative works from any Speakent content — in whole or in any identifiable part — without Speakent's prior written consent.
- 4.2.2** Students are granted a limited, personal, non-transferable, non-commercial licence to use Speakent materials for their own individual learning during the period of their enrolment. This licence expires upon the conclusion of the programme or upon the earlier termination of the student's enrolment.
- 4.2.3** No student, teacher, team member, or visitor may use any Speakent content, teaching framework, programme structure, or methodology — in whole or in part, substantially or in adapted form — to develop, market, or deliver any competing product or service, whether commercial or otherwise.
- 4.2.4** Sharing Speakent e-books, worksheets, or any other distributed material with individuals who are not enrolled in the programme from which the material was distributed is expressly prohibited.
- 4.2.5** Reposting, re-sharing, or publicly broadcasting any Speakent session recording — even if the posting party appears in the recording — without Speakent's written consent is a violation of

Speakent's intellectual property rights and may also constitute a breach of the privacy rights of other session participants.

4.3 Consequences of Intellectual Property Infringement

Speakent treats intellectual property infringement as one of the most serious breaches possible under this Agreement and will pursue all available remedies with full force. The consequences below represent minimum responses – actual remedies pursued will depend on the severity and scale of the infringement.

VIOLATION	CONSEQUENCE
Sharing e-books or worksheets with non-enrolled individuals	Immediate removal from the programme without refund. Formal written demand for cessation issued.
Posting Speakent session recordings online without consent	Immediate removal. Legal notice issued. Content takedown demanded. Civil and criminal remedies may be pursued.
Using Speakent frameworks to build a competing programme	Immediate termination of all association. Legal proceedings initiated for injunctive relief and damages under the Copyright Act, 1957.
Reproducing curriculum or teaching methodology without authorisation	Legal action for copyright infringement. Speakent may seek account of profits earned through unauthorised use.
Impersonating Speakent or using its name/brand without authorisation	Immediate cease-and-desist notice. Legal action for passing off and trademark misuse if applicable.
Teachers using Speakent materials in a rival platform post-engagement	Legal proceedings for breach of contract and IP infringement. Claim for all damages and profits arising from the infringement.

i LEGAL FRAMEWORK

Speakent's intellectual property is protected under the Copyright Act, 1957 (India), and relevant provisions of the Information Technology Act, 2000. Speakent will not hesitate to initiate civil or criminal proceedings against any party – including enrolled students – who infringes its intellectual property rights.

5. MISCONDUCT POLICY & REMOVAL FRAMEWORK

Speakent's learning environment is built on three things: psychological safety, high standards, and genuine community. Any behaviour that undermines any one of these three pillars constitutes misconduct. This section defines what misconduct looks like, how it is handled, and what the consequences are. The framework is designed to be fair, transparent, and firm.

5.1 What Constitutes Misconduct

Misconduct is not limited to dramatic or obvious violations. It includes persistent low-level behaviours that, over time, erode the environment for everyone. The following categories of behaviour constitute misconduct under this Agreement.

- 5.1.1 Disrespect or Harassment:** Mocking, humiliating, threatening, or harassing any fellow student, teacher, team member, or visitor — whether during a live session, in a messaging group, in a one-on-one message, or on social media — in connection with the Speakent environment.
- 5.1.2 Disruption of Sessions:** Repeatedly interrupting sessions without cause, speaking over others, creating avoidable background noise, playing audio in the background, or any other behaviour that consistently disrupts the live session experience for other participants.
- 5.1.3 Dishonesty:** Providing false information during enrolment, misrepresenting practice records, submitting work that is not one's own, or any other form of deliberate deception within the Speakent context.
- 5.1.4 Intellectual Property Violations:** Any breach of the obligations set out in Section 4 of this Agreement.
- 5.1.5 Recording Without Permission:** Any instance of recording a session — audio, video, or screenshot — without the prior written consent of Speakent as described in Section 3.6.
- 5.1.6 Commercial Solicitation:** Approaching Speakent students, teachers, or team members for the purpose of promoting or selling any external product, service, or competing programme without Speakent's express written consent.
- 5.1.7 Bad Faith Participation:** Enrolling in a programme with the apparent primary intention of accessing Speakent's content, methodology, or community — rather than for genuine learning purposes — constitutes misconduct and misrepresentation.
- 5.1.8 Online Impersonation or Identity Fraud:** Using a false identity, impersonating another person, or accessing a session using another student's credentials.

5.2 Misconduct Response Protocol

Speakent follows a structured response protocol for addressing misconduct. The severity of the response is calibrated to the nature and seriousness of the violation. Speakent reserves the right to bypass earlier stages and proceed directly to immediate removal when the severity of the misconduct demands it.

- 5.2.1 Stage 1 — Verbal or Written Warning:** For first-time, lower-severity violations (such as mild disruption, tardiness, or a single instance of inappropriate messaging), the trainer or a team member will issue a private verbal or written warning. This is not a penalty — it is an opportunity to correct.
- 5.2.2 Stage 2 — Formal Written Warning:** If the misconduct continues after Stage 1, or if the initial violation is of a more serious nature, Speakent will issue a formal written warning documenting the specific behaviour and the expected change. This warning is placed on the student's internal record.
- 5.2.3 Stage 3 — Temporary Suspension:** For repeated violations after Stage 2, or for a moderately serious single violation, Speakent may temporarily suspend the student from sessions for a defined period. The student's access to the platform and messaging group will be restricted during the suspension.
- 5.2.4 Stage 4 — Permanent Removal:** For serious or repeated violations, or for any violation of Clause 5.1.1 (harassment), 5.1.4 (IP infringement), 5.1.5 (unauthorised recording), or 5.1.7 (bad

faith enrolment), Speakent reserves the right to permanently remove the student from the programme immediately, without prior warning, and without any entitlement to refund.

5.3 Misconduct Consequence Table – Students

VIOLATION	CONSEQUENCE
Disrespecting or harassing another participant	Formal written warning. Repeat occurrence results in immediate permanent removal without refund.
Persistent session disruption	Verbal warning, then written warning, then removal from session. Repeat behaviour results in programme removal.
Unauthorised recording of any session	Immediate permanent removal without refund. Legal action may be initiated if recording is shared.
Sharing Speakent content with non-enrolled individuals	Immediate removal without refund. Formal IP infringement notice issued.
Using false identity or another student's credentials	Immediate permanent removal without refund. May be reported to relevant authorities.
Threatening or abusive communication to any Speakent party	Immediate permanent removal without refund. Matter escalated to law enforcement if appropriate.
Commercial solicitation of Speakent students or staff	Immediate permanent removal without refund and prohibition from any future Speakent programme.
Bad faith enrolment to extract content/methods	Immediate permanent removal without refund. Legal proceedings for fraud and IP misappropriation.

5.4 Misconduct Policy – Teachers & Trainers

VIOLATION	CONSEQUENCE
Unprepared or consistently low-quality delivery	Written warning. Repeat occurrence results in immediate termination of engagement.
Sharing student personal data without authorisation	Immediate termination. Legal action under applicable privacy laws.
Soliciting Speakent students for personal commercial services	Immediate termination and civil claim for losses caused.
Using Speakent content in a competing platform post-engagement	Legal proceedings for IP infringement and breach of contract.
Harassment of any student, team member, or visitor	Immediate permanent termination. Report filed with relevant authorities.
Gross breach of confidentiality obligations	Immediate termination and potential claim for all consequential damages.

5.5 Misconduct Policy – Team Members

VIOLATION	CONSEQUENCE
Sharing confidential internal information externally	Immediate termination and legal action for breach of confidentiality.
Publishing unapproved content under the Speakent brand	Written warning and mandatory content removal. Repeat offence results in termination.
Disparaging public statements about Speakent or its people	Immediate termination and potential defamation proceedings.
Financial dishonesty or misappropriation of any kind	Immediate termination and criminal complaint filed with relevant authorities.
Gross negligence causing reputational or financial harm	Immediate termination. Speakent may seek recovery of damages caused.

6. TERMS APPLICABLE TO TEACHERS & TRAINERS

6.1 Professional Standards

- 6.1.1** Teachers must deliver all sessions with full preparation, professional conduct, and genuine commitment to student progress. Unprepared or consistently low-effort delivery is a material breach of this Agreement.
- 6.1.2** Teachers must maintain punctuality for all scheduled live sessions. Anticipated delays or cancellations must be communicated to Speakent management at least 4 hours in advance wherever possible.
- 6.1.3** Teachers must not delegate or subcontract any teaching responsibilities to another individual without Speakent's express written consent.

6.2 Confidentiality & Non-Disclosure

- 6.2.1** Teachers are exposed to sensitive information including student personal details, performance data, batch compositions, internal methodologies, and commercial terms. All such information is strictly confidential and must not be disclosed to any third party during or after the engagement.
- 6.2.2** Confidentiality obligations survive the termination of the teacher's engagement and continue indefinitely.

6.3 Non-Compete & Non-Solicitation

- 6.3.1** During engagement, teachers must not simultaneously teach for any directly competing spoken English or communication training platform without Speakent's prior written consent.

6.3.2 For 12 months following the end of engagement, teachers must not solicit, recruit, or contact any Speakent student to offer alternative training services, whether personally or on behalf of another organisation.

6.4 Termination of Engagement

6.4.1 Either party may end the engagement with 14 days' written notice, provided no active batch is in progress. During an active batch, notice extends to that batch's conclusion unless both parties agree otherwise.

6.4.2 Speakent may immediately terminate engagement — without notice or compensation — in cases of gross misconduct, breach of confidentiality, student harassment, or any illegal activity.

7. TERMS APPLICABLE TO TEAM MEMBERS

7.1 Team members represent Speakent in all their professional interactions. Their conduct — online and offline — must reflect Speakent's values and standards at all times.

7.2 All work product created by team members in the course of their Speakent responsibilities is the exclusive property of Speakent from the moment of creation. This includes designs, copy, scripts, videos, systems, and any other deliverable produced in the course of the engagement.

7.3 Team members must not make any public statement, social media post, or media appearance about Speakent — positive or negative — without prior written approval from the founder.

7.4 Confidentiality obligations for team members extend for 24 months following the conclusion of their association with Speakent. Internal financial data, pricing, batch statistics, student records, and operational strategy are the primary categories of protected information.

8. TERMS APPLICABLE TO VISITORS & PROSPECTIVE STUDENTS

8.1 Visitors who access Speakent's social media content, attend a free session or trial class, or join any Speakent platform in an observer capacity agree to use that access solely for personal informational purposes.

8.2 The same conduct standards that apply to enrolled students apply to visitors during any session they attend, including the prohibition on unauthorised recording and the requirements of basic respectful conduct.

8.3 Visitors must not use their access to Speakent sessions, content, or methodology to develop, inform, or launch any competing product or service.

8.4 Speakent reserves the right to remove any visitor immediately from any session or platform — without notice — for any conduct that violates this Agreement or disrupts the environment.

9. PRIVACY & DATA PROTECTION

- 9.1** Speakent collects personal data – including name, contact details, educational background, and performance information – for the purposes of programme delivery, student communication, quality improvement, and legal compliance.
 - 9.2** Speakent does not sell, rent, or share personal data with third parties for commercial purposes. Data may be shared with operational service providers (such as payment processors or video conferencing platforms) strictly to the extent necessary for programme delivery.
 - 9.3** Any individual may request access to, correction of, or deletion of their personal data held by Speakent by submitting a written request. Speakent will respond within 15 business days.
 - 9.4** Participation in any Speakent programme or platform constitutes consent to Speakent's use of anonymised performance highlights, publicly shared testimonials, and approved session excerpts for marketing and educational purposes, subject to any explicit opt-out request made in writing.
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10. LIABILITY & DISCLAIMERS

- 10.1** Speakent is a communication training programme. It does not guarantee specific outcomes including improved job prospects, interview success, salary increases, or any particular change in professional circumstances. All results depend substantially on the student's own effort, consistency, and application.
 - 10.2** Speakent's total liability in connection with any programme or service is limited to the amount paid by the relevant party for that specific programme or service. Speakent is not liable for any indirect, consequential, or special damages of any kind.
 - 10.3** Speakent is not liable for technical failures, platform outages, or internet disruptions caused by third-party providers such as Zoom or Google. Speakent will make reasonable efforts to reschedule or compensate for sessions lost due to such disruptions within its control.
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11. GRIEVANCE REDRESSAL & DISPUTE RESOLUTION

- 11.1** Any concern, complaint, or grievance must be submitted in writing to Speakent's designated contact within 14 days of the incident. Speakent will acknowledge receipt within 3 business days and endeavour to resolve the matter within 14 business days.
- 11.2** Both parties are expected to engage honestly and cooperatively during the grievance resolution process. Bad faith participation in the process is itself a breach of this Agreement.
- 11.3** If a grievance cannot be resolved internally, the parties agree to first attempt resolution through mediation before initiating legal proceedings.
- 11.4** All legal disputes arising from or in connection with this Agreement shall be governed by the laws of India and subject to the exclusive jurisdiction of the courts in Ludhiana, Punjab, India.
- 11.5** Nothing in this section prevents Speakent from seeking urgent injunctive relief from a competent court in cases of imminent harm, IP infringement, or data breach.

12. MISCELLANEOUS PROVISIONS

- 12.1** Force Majeure: Speakent shall not be liable for failure or delay caused by events beyond its reasonable control, including natural disasters, pandemics, government restrictions, or prolonged internet or power outages. Speakent will communicate promptly and make reasonable alternative arrangements in such circumstances.
- 12.2** Severability: If any provision of this Agreement is found to be invalid or unenforceable, it shall be modified to the minimum extent necessary to render it enforceable. All remaining provisions continue in full force and effect.
- 12.3** Entire Agreement: This Agreement, together with any written enrolment confirmation or separately signed document, constitutes the entire understanding between the parties and supersedes all prior representations and understandings.
- 12.4** No Waiver: Speakent's failure to enforce any provision on a particular occasion does not waive its right to enforce that provision in the future.
- 12.5** Survival: Obligations relating to intellectual property (Section 4), confidentiality (Sections 6.2, 7.4), and misconduct consequences (Section 5) survive the termination of any party's association with Speakent and remain in full force for the periods specified therein, or indefinitely where no period is specified.

13. ACKNOWLEDGEMENT OF AGREEMENT

✓ DECLARATION OF UNDERSTANDING

By enrolling, engaging, visiting, or participating in any capacity with Speakent, you confirm that you are at least 18 years of age (or have obtained parental consent), that you have read this Agreement in full, that you understand its terms, and that you agree to be unconditionally bound by everything contained herein.

If any part of this Agreement is unclear, you are strongly encouraged to contact Speakent in writing before enrolment or engagement. Speakent is committed to transparency and will respond to all genuine enquiries promptly and in good faith.

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