

TERMS AND CONDITIONS

General

The content of these terms and conditions may be changed, moved, or deleted at any time. Please note that Ludic Asia (M) Sdn Bhd reserves the right to change the contents of the terms and conditions without any notice. Any violation of the rules and regulations of these terms and conditions will result in immediate action by Ludic Asia (M) Sdn Bhd against the offender(s).

Site Contents & Copyrights

Unless otherwise noted, all materials, 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," are copyrights, trademarks, trade dress, and/or other intellectual properties owned, controlled, or licensed by Ludic Asia (M) Sdn Bhd.

Comments and Feedbacks

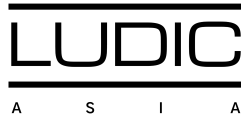
All comments and feedback to Ludic Asia (M) Sdn Bhd will remain the property of Ludic Asia (M) Sdn Bhd. Users agree that no comments submitted to the website <https://www.ludic.asia> will violate any rights of any third party, including copyrights, trademarks, privacy, or other personal or proprietary rights. Furthermore, users agree that no unlawful, abusive, or obscene material will be submitted to the site. Users will be solely responsible for the content of their comments.

Service Information

While we strive to provide accurate information about our event management services, we cannot guarantee that all descriptions and details will be perfectly represented on your monitor. Variations may occur due to individual monitor settings.

Newsletter

Users agree that Ludic Asia (M) Sdn Bhd may send newsletters regarding the latest news, services, promotions, etc., via email, where appropriate and permitted.



Indemnification

Users agree to defend, indemnify, and hold Ludic Asia (M) Sdn Bhd harmless from and against any and all claims, damages, costs, and expenses, including attorneys' fees, arising from or related to your use of the Site or our services.

Links to Other Sites

Any access links to third-party sites are at your own risk. Ludic Asia (M) Sdn Bhd will not be related or involved in any such website if the user's content/product(s) are damaged or lost in connection with a third-party site.

Inaccuracy Information

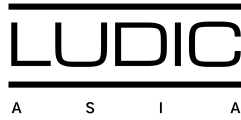
From time to time, there may be information on the Ludic Asia (M) Sdn Bhd website (<https://www.ludic.asia>) that contains typographical errors, inaccuracies, or omissions that may relate to service descriptions, pricing, availability, and article content. We reserve the right to correct any errors, inaccuracies, or change or edit information without prior notice to customers. If you are not satisfied with our services, please contact us directly to discuss your concerns.

Termination

This agreement is effective unless and until terminated by either the customer or Ludic Asia (M) Sdn Bhd. Customers may terminate this agreement at any time. However, Ludic Asia (M) Sdn Bhd may also terminate the agreement with a customer without prior notice and deny access to any customer who fails to comply with the terms and conditions above.

Payments

All event management services purchased are subject to payment terms as agreed upon in a separate contract or proposal. Payment can be made through various methods available, which will be outlined in the service agreement.



Payments made via payment cards (credit cards or debit cards), bank transfers, or other methods are subject to relevant validation checks and authorization processes. If we do not receive the required authorization or payment, we will not be liable for any delay or inability to provide the ordered services.

Event Specific Terms

Specific terms and conditions relating to individual events and services will be provided in separate event contracts or proposals. Cancellation policies for events will be outlined in event specific contracts. Ludic Asia (M) Sdn Bhd reserves the right to modify event agendas and schedules when needed.

Liability

Ludic Asia (M) Sdn Bhd shall not be liable for any indirect, incidental, special, or consequential damages arising from the use of our services or website. Our liability is limited to the fees paid for the services provided, as outlined in the specific service contract.



PRIVACY POLICY

Your Privacy

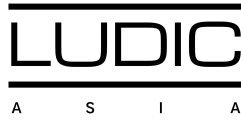
We respect the privacy of your personal information and we strive to maintain the confidentiality of your personal information given by you. The objective of collecting your personal data is to deliver services, for future business communications and purposes where you have provided consent, and to improve our services to you. Only our authorized employees have access to your personal information. We will not disclose information about our clients or contacts to third parties except where it is part of providing a service to you – e.g., facilitating aspects of an event or service delivery, carrying out necessary checks, and for the purposes of business contact research and profiling, or where we have your express permission to do so. We may also be required to disclose such information to regulators, lawyers, auditors, other companies in the same group, third party service providers and appointed agencies where necessary for business operations and compliance.

Your Consent

We will not sell your name, address, e-mail address, or personal information to any third party (excluding partners from whom you may have been referred to our site or service providers necessary for our operations where covered by consent or agreement) without your express permission.

Communication

If you have engaged with us for services or through business interactions, we may occasionally update you on company news, events, and services via e-mail or telephone, where appropriate and permitted. If you do not wish to continue receiving communications from us, you should inform us directly via the contact methods provided below. We aim to provide an opt-out mechanism in direct marketing communications where applicable.



What are Cookies?

A cookie is a small information file that is sent to your computer and is stored on your hard drive. We may use cookies to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. You can change the settings on your browser to prevent cookies being stored on your computer without your explicit consent.

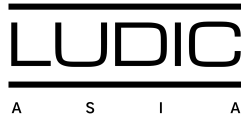
Site Statistics

We may disclose aggregate, anonymised statistics about the number of visitors to this Website as required by our stakeholders or for business analysis. We may use measurement and analytics services to gather data regarding the visitors to this Website on our behalf using cookies and code which is embedded in the site. Both the cookies and the embedded code provide statistical information about visits to pages on the site, the duration of individual page view, paths taken by visitors through the site, data on visitors' screen settings and other general information. Ludic Asia (M) Sdn Bhd uses and stores this type of information to help it improve the services and website experience for its users. Further information regarding the way in which this information is obtained and used can be obtained by contacting us.

Disclosures of your information

We may disclose your personal information to any of our group of companies. We may also disclose your personal information to third parties:

In the event that Ludic Asia (M) Sdn Bhd sells or buys any business or assets; If Ludic Asia (M) Sdn Bhd or substantially all of its assets are acquired by a third party, in which case personal data which we hold may be one of the transferred assets; or If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms; or to protect the rights, property, or safety of Ludic Asia (M) Sdn Bhd, our clients, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

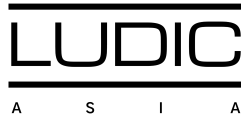


Third Party Sites

Our site may contain links to and from the websites of our partner networks, service providers and other third parties. If you follow a link to any of these websites, please note that they have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Contacting Us

We value your feedback and are always available to address your questions. If you have any questions or feedback about this statement, or if you would like to access, verify, or request us to stop processing your information, please do not hesitate to contact the Ludic Asia (M) Sdn Bhd team via the contact methods provided on our website.



CANCELLATION AND REFUND POLICY

Introduction

This Cancellation and Refund Policy outlines the terms and conditions regarding service bookings provided by Ludic Asia (M) Sdn Bhd, an event management company catering to corporate clients, government, MNCs and GLCs.

Non-Refundable Services

All service bookings, including but not limited to event planning, management, and execution, are generally non-refundable. Once a booking or contract is confirmed and signed, the terms outlined within that specific agreement will govern cancellation and refunds. Any ticket purchases or bookings made for events organised by Ludic Asia (M) Sdn Bhd are strictly non-refundable and non-deferrable unless otherwise stated for a specific event. You are not entitled to a refund of any fees paid by you for any cancellation or withdrawal of your application for any service or pursuant to the termination of this Agreement by you or Ludic Asia (M) Sdn Bhd in accordance with the terms of the specific contract. All fees paid are considered earned by Ludic Asia (M) Sdn Bhd and are generally non-refundable for any reason whatsoever, unless otherwise specified in the service agreement.

Potential for Refund Consideration

While our general policy is no refunds unless stipulated in contract, in exceptional circumstances that are not covered by the specific service agreement, a refund might be considered at the sole discretion of Ludic Asia (M) Sdn Bhd. Clients who believe their situation warrants a refund consideration outside of the contractual terms must contact Ludic Asia (M) Sdn Bhd directly to discuss their specific circumstances. Any potential refund will be determined on a case-by-case basis. Any refund request does not guarantee a refund will be issued.



Changes to Reservations

While cancellations are subject to contract terms, changes to event or service details may be accommodated depending on availability and scope, and at the sole discretion of Ludic Asia (M) Sdn Bhd, as agreed upon in the service contract. Requests for changes should be submitted in writing and will be subject to the terms and timelines agreed in the service contract. Additional charges may apply for any approved changes. Ludic Asia (M) Sdn Bhd reserves the right to deny any changes to service bookings, particularly if they impact the feasibility or agreed terms of the event or service.

Process for Change or Refund Discussion Requests

To request a change to a service booking, or to discuss a potential refund, customers must contact our team in writing via the contact methods provided on the Ludic Asia (M) Sdn Bhd website (<https://www.ludic.asia>) or as specified in your service contract.

Important Notes:

Ludic Asia (M) Sdn Bhd reserves the right to amend this policy at any time. Any changes will be posted on our website (<https://www.ludic.asia>) or incorporated into service agreements. In the case of force majeure, or other events outside of the control of Ludic Asia (M) Sdn Bhd, that cause an event or service to be altered or unable to proceed as planned, Ludic Asia (M) Sdn Bhd will work with clients to find mutually agreeable solutions, which may include rescheduling the event, altering the scope of service, or offering credit for future services, as determined on a case-by-case basis and subject to contractual terms. This policy applies to all services offered by Ludic Asia (M) Sdn Bhd unless otherwise specified in a separate, signed service agreement or contract.