

JEYANTHINATHER ACADEMY OF MARINE STUDIES (JAMS)

Terms & Conditions

1. Course Booking & Shifting

- Candidates are advised to carefully verify and finalize their chosen program before booking a course.
- If a candidate is unable to attend the course on the scheduled date, the course may be shifted to the next available batch within **one (1) year** from the original course commencement date, provided prior intimation is given at least **14 days before** the course start date, subject to seat availability.
- Additional shifting charges, as applicable at the time of rescheduling, shall be payable by the candidate.

2. Cancellation Policy

- The Institute reserves the right to cancel any course at its discretion due to internal technical reasons, regulatory requirements, or insufficient enrolment.
- In case of cancellation due to unforeseen circumstances (Force Majeure) beyond the control of the Institute, candidates shall only be eligible to shift the course to a future batch without additional charges.
- Courses are subject to confirmation upon achieving a minimum of **25% of the sanctioned batch strength**, as per regulations of the Directorate General of Shipping.
- If the batch strength falls below 25% due to withdrawals, the course shall be rescheduled to the next available date.

3. Refund Policy

- The refund policy also applies to candidates whose enrolment is cancelled due to non-compliance with eligibility criteria, including failure to clear IMU-CET, failure to clear the mandatory medical examination, or submission of incorrect/incomplete documents.
- In all matters relating to refunds, the decision of the Institute shall be final and binding.
- For Pre-Sea Courses, the Application Fee is **non-refundable under any circumstances**.
- Refund requests (where applicable) must be submitted via email to:
admission@jamsmarine.edu.in
CC: **admin@jamsmarine.edu.in**
- Eligible refunds, if any, shall be processed within **30 days** from the date of receipt of the cancellation email.
- Except as expressly stated above, there is **no cancellation policy and no refund**. Fees once paid shall be strictly non-refundable and shall stand forfeited. However, the course may be shifted as per the applicable shifting policy.

4. Attendance Policy

D.G. Shipping Approved Basic Modular Courses

- **100% attendance is mandatory** for all Modular Courses.
- Candidates with attendance shortfall must re-book and re-attend the full course in the next available batch as a fresh enrolment, with full payment of applicable fees.

Courses of 10 Days or More

- Under special circumstances and strictly as per DGS guidelines, candidates may compensate for up to **one (1) day** of missed sessions in the subsequent batch, subject to seat availability and approval by the Institute.
- Compensation charges shall be:
 - **10% of the course fee per Theory session**
 - **20% of the course fee per Practical session**

5. Transactions & Payment Terms

- The Institute shall not be liable for any loss or damage arising directly or indirectly from transaction authorization declines, including but not limited to instances where the cardholder exceeds the preset limit agreed with the acquiring bank.
- Upon successful payment, candidates will be redirected to the JAMS website for confirmation:
 - Candidates must not press the **Back** or **Refresh** button during the transaction process.
 - The redirection process may take approximately **2–3 minutes**.
- All transaction/service charges shall be borne entirely by the candidate/cardholder.
- Transaction/service charges are **non-refundable under any circumstances**, including cases of refund, reversal, or chargeback.
- Applicable charges may vary depending on the selected payment mode (Debit Card / Credit Card / Net Banking / UPI, etc.).

6. INDOS Number Policy

- If the INDOS Number is generated by JAMS after booking BST & STSDSD Courses, and a withdrawal request is received thereafter, the entire fees paid shall stand forfeited.
- In such cases, candidates may only shift the course to a future batch by paying the applicable shifting charges.
- No refund shall be permitted once the INDOS process has been initiated or completed.

7. Changes to Policy

The Institute reserves the absolute right to modify, amend, or update these Terms & Conditions at any time without prior notice. Candidates are advised to review this policy periodically. The effective date mentioned below indicates the latest revision of this policy.

8. User Communication

- When you voluntarily send us electronic communication, we retain such records for correspondence and response purposes.
- Personal information such as Name, Email ID, and Mobile Number may be collected during registration or form submission.
- By providing your contact details, you expressly authorize the Institute to contact you via Call, SMS, Email, or WhatsApp regarding courses, updates, and promotional offers, even if your number is registered under DND (Do Not Disturb).

9. Copyright

All content, materials, trademarks, logos, and intellectual property displayed on the website are the exclusive property of **Jeyanthinather Academy of Marine Studies (JAMS)**.

Unauthorized copying, reproduction, distribution, modification, or use of any content without prior written consent from the Institute is strictly prohibited and may result in legal action.