



Synergy Room's Terms and Conditions

SynergyRoom is the trademark name, and its owner is HR Law Academy Pte Ltd. Whereas PME Academy Pte Ltd manages the rental of rooms under SynergyRoom. As such, the rental room will be paid to PME Academy Pte Ltd.

Synergy Room operates two websites: 1. Synergyroom.com.sg and 2. www.trainingroomsg.com. We offer exceptional facilities for your next event. Please note the following terms and conditions for room hire and equipment usage, which shall be contractually binding upon you when you register to book the training facility.

A. Training Centre Location

Synergy Room is conveniently located at:

- 1) **Singapore Shopping Centre**, 190 Clemenceau Road, Singapore 239924 (8 training rooms and the area is from 250 sq ft, being the smallest room, and 1130 sq ft is the biggest room); and
- 2) **Havelock II**, 2 Havelock Road, Singapore 059763 (there are 4 training rooms, ranging in size from 343 sq ft, the smallest room, to 807 sq ft, the biggest room).
- 3) **Tripleone Sommerset**, 111 Sommerset Road, Singapore 238164, has one room and the area is 517 sq ft.

B. Bookings / Payment:

Confirmation:

Upon request of a customer or client wanting to book SynergyRoom, whether in writing or through a telephone call, WhatsApp or SMS, Synergy Room will invoice the customer or client for the training room booking. Once the customer or client makes the payment, SynergyRoom will revert to the customer or client that the training room booking is confirmed.

The room rental rate is stated in a separate attachment, which may be changed from time to time. Under no circumstances can the scheduled timing be extended should there be another booking soon after the scheduled booking, i.e. Synergy Room has to hand over the training room to the next client.

Should a client need to extend beyond the scheduled booking timing, and if the room is available, an extension charge will depend on the type of room taken. For example, if a client were to book the full day slot from 8.00 am to 5.30 pm, and if the client handover at 8.15 pm, the extended timing is rounded to 3 hours, and the extra charges payable will be multiplied by the extension charges per hour.

Payment :

Under all circumstances, full payment shall be made before the commencement of room usage. Only when full payment has been made and Synergy Room reverts with confirmation is the contract for the training facility's rental bound. There will not be a contract between Synergy Room and the client. Note that a situation may arise where the client delays making the payment; hence, Synergy Room releases the room to another client only to find out later that the first client made payment. Unless Synergy Room reverts with confirmation to the first client, Synergy Room shall not be bound by the booking. Synergy Room would then refund the full payment to the client. Unless otherwise stated, all payments shall be made to PME Academy Pte Ltd.

Cancellations and Postponements:

Once full payment is made, there shall be no cancellations, i.e., no refunds will be made to the client regardless of the circumstances. Please note that we shall not accept reasons such as the trainer being on medical leave, missing a flight, or being infected with COVID-19. However, if Synergy Room can find a replacement client, then the client will be allowed to reschedule to another date to rent the training facility. The rescheduling shall not be later than three months. After that, the booking of the room shall lapse.

On the other hand, SynergyRoom allows for postponement, provided one month's notice is given in advance. For example, if a client books a room on 10 October 2024 and wishes to postpone, the client must inform SynergyRoom by 9 September 2024.

C. Stationeries/ Water Dispenser:

Marker pens will be provided. Any additional materials needed, such as Flip Chart paper, pens, pencils, and A4 paper, can be ordered from Synergy Room. A water dispenser is complimentary with the training room booking. It may be stationed within the room or in the reception area.

D. Damages to equipment, chairs and tables:

All equipment, chairs, and tables are available for the client to use within the agreed-upon hours. If any damages are found due to negligence in the use of the equipment, you shall be liable to pay for the damages caused. However, the client would not hold accountable if faults were due to normal wear and tear.

E. Cleaning/ Food and Drinks:

Under all circumstances, no food or drinks are consumed in the training room unless SynergyRoom approves. For drinking water, it is acceptable. Should this not be adhered to, any spillage of beverages or food to the carpet, the minimum cleaning charge of \$200 or the charges by an external cleaning vendor shall apply. If necessary, the Synergy Room shall replace the carpet and charge the client for it. The client shall be obliged to inspect the room to avoid any disputes regarding the spillage of beverages on the carpet. Please note that there is CCTV in the training room.

G. Deposits:

Where necessary, Synergy Room will impose a deposit from the client if the usage of the room necessitates food catering or any other purpose other than training. The deposit may range from \$100 to \$200 and shall be returned to the client within three days. The collected deposit shall be used to pay for any damages arising from the use of the training room. If any balance, it shall return to the client, and if insufficient, the client has to pay the difference. The purpose of the upfront deposit is that if the caterer does not clear the leftover food and utensils, then SynergyRoom would need to clear it on behalf of the client.

Unless the client appoints the authorised caterer from SynergyRoom, there is no need for an upfront deposit.

H. Decorations:

Nothing is to be nailed, screwed, taped, or affixed onto any of the Training Rooms' walls, doors, or ceilings. Blue Tack is an acceptable material, but must not be used to be pasted on the walls as the paint may peel off. It may be pasted on windows, glass/ wooden doors, and whiteboards.

I. Insurance:

Synergy Room takes no responsibility for any damage to or loss of the client's property before, during and after an event. Clients are to advise all their participants to keep their personal belongings with them. Also, clients must ensure that their insurance covers them for valuable items.

J. Governing laws

All clients are to abide by all the governing laws in Singapore, including smoking prohibition, safe management rules, and gambling.

By Management

PME Academy Pte Ltd (SynergyRoom)

Revised as of 1 May 2025