NextWave Build

Terms Refunds Privacy

Participant agreement

Terms & Conditions

Effective 16 November 2026

These Terms are the agreement between you and NextWave Build when you register for and enrol in a programme. They should be read with our Refund & Cancellation Policy and Privacy Policy, which form part of this agreement. You accept these Terms by ticking the acceptance box at checkout and completing payment.

In short

- Each programme runs for 12 weeks, with one live one-to-one mentor session each week.
- You pay the full fee in USD through Stripe. We never see or store your full card number.
- A mentor contacts you within 24 hours of payment, and your first session takes place within 10 days.
- You can access the Materials for 12 months after your programme ends.
- We teach and mentor. We do not guarantee income or business results.

1. Who we are

"NextWave Build", "we", "us" and "our" mean **Next Wave Professional & Management Development Training L.L.C S.O.C**, a single-owner limited liability company registered in Dubai, United Arab Emirates, under Dubai Department of Economy and Tourism commercial licence no. 1662689 (commercial register no. 2947430), and licensed as a training institute by the Knowledge and Human Development Authority (KHDA), Dubai (reference no. TI.PMTISS7792). Our office is Office C503, Khalid Khalil Mohammed Samee Al Mutawa Building, Business Bay, Dubai, UAE.

"You" or "participant" means the person enrolled in a programme. In these Terms:

- **Programme** means the 12-week course you select: E-commerce & Dropshipping, Freelance & Online Work, or Technology & AI.
- **Mentor** means the NextWave Build trainer assigned to guide you.

- **Platform** means our website at nextwavebuild.com, your student dashboard and the tools we use to deliver sessions.
- **Materials** means our lessons, videos, assignments, quizzes, templates and other learning content.
- **Project** means the practical work you build during your Programme.

2. Eligibility and registration

- You must be **18 or older** to enrol by yourself. If you are 16 or 17, a parent or legal guardian must give written consent during registration and accept these Terms on your behalf. We do not enrol anyone under 16.
- You must give accurate registration details: your full name, email address, phone or WhatsApp number, country of residence and date of birth. Keep them up to date in your dashboard. We use them to confirm your enrolment, connect you with your Mentor and issue your certificate in the correct name.
- You need a reliable internet connection, a computer that can run a web browser and video calls, a working email address and a payment card accepted by Stripe.
- Some third-party platforms used in the Programmes are not available in every country. Please check that the platforms you plan to use are available to you before enrolling. Your Mentor can suggest alternatives.
- We do not currently enrol residents of Quebec, Canada. We may decline or cancel a registration where we cannot lawfully or safely provide the Programme to you, for example because of international sanctions or payment restrictions. If we cancel a paid enrolment for this reason, we refund you in full.

3. Programmes and fees

Programme	Fee	Includes
E-commerce & Dropshipping	USD 500	12 weekly live one-to-one mentor sessions, recorded video lessons, weekly assignments and quizzes, progress tracking in your dashboard, 12 months' access to Materials after the Programme ends, and certificate eligibility
Freelance & Online Work		

USD 500

Technology & AI

USD 800

Any tax that applies is shown at checkout before you pay. Your fee does not cover money you pay to other businesses for your Project, such as subscriptions, marketplace fees, domains, advertising, stock, product samples, software or AI tools.

We may change our fees for future enrolments. A change never increases the fee for a Programme you have already paid for.

4. Payment through Stripe

- Payments are processed by **Stripe**, an independent payment provider certified to PCI DSS Level 1. You enter your card details on Stripe's secure checkout. We do not receive or store your full card number or security code.
- The fee is charged in **US dollars**, in full, at enrolment. If your card is in another currency, your bank sets the exchange rate and any foreign transaction fee.
- Your enrolment is confirmed when Stripe confirms the payment and we send you a confirmation email with your receipt. The confirmation email and these Terms together form your enrolment agreement.
- If a payment fails or is reversed, your enrolment is not confirmed, or is suspended until payment is received.
- Your use of Stripe's checkout is also subject to Stripe's own terms and privacy policy.

5. Your first session and Programme delivery

A Mentor will contact you within **24 hours** of your payment. During that 24-hour window, the Mentor will agree a date and time with you and book your first one-to-one session, which will take place **within 10 days** of your payment. Please reply promptly. Days on which we are waiting for your reply do not count toward the 10 days. If you do not reply, we record our contact attempt and book the session as soon as you respond.

Each Programme week includes:

- one live one-to-one online session with your Mentor, at a time agreed with you;
- recorded video lessons, which you can replay;
- practical assignments and a quiz; and

- a weekly progress update from your Mentor in your dashboard.

Rescheduling. If you need to move a session, tell your Mentor at least 24 hours in advance and we will offer another slot in the same or the following week. A session you miss without 24 hours' notice does not have to be rescheduled. If your Mentor misses a session, we will reschedule it within 7 days or give you a replacement Mentor.

Updates. We may change a Mentor, tool or lesson to keep the Programme current, as long as the Programme's overall content and learning outcomes stay substantially the same.

Access period. You can access the Materials during your Programme and for 12 months after it ends.

6. Technology & AI pathways

If you enrol in Technology & AI, you choose one pathway by the end of Week 2. You may change it once, free of charge, before the end of Week 4. The pathways are: AI Automation Architect; AI Agent & Chatbot Builder; AI App Builder; AI Video & Content Studio; AI Data & Evaluation Specialist; Data & Dashboards Analyst; AI Search & Visibility Strategist (GEO/AEO); and AI for Business Operations.

7. Your responsibilities

- Attend your sessions, complete your assignments and quizzes, and reply to your Mentor within a reasonable time.
- Follow the terms of any third-party service you use for your Project.
- Make sure your Project complies with the laws that apply to you, including rules on product safety, imports, tax, trademarks, advertising and consumer protection. We give training and guidance, not legal, tax or investment advice.
- Keep your login private and do not share your account. Tell us at support@nextwavebuild.com if you think someone else has accessed it.
- Do not record a live session unless everyone in it agrees.

8. Materials and your Project

We or our licensors own the Materials. We give you a personal, non-transferable licence to use them for your own learning during your access period. You may not sell, publish, share, copy for distribution, or use the Materials to create or deliver a competing course or to train an AI model.

You own the Project you create, including your store, brand, profile, code and content, subject to any third-party rights. We will only show your Project as an example, for instance on our website or social media, with your written permission.

9. Certificate

You are eligible for a NextWave Build certificate of completion when you meet the attendance, assignment, assessment and Project requirements your Mentor explains at the start of your Programme. Your Mentor will also tell you about any opportunity to resubmit work. The certificate confirms that you completed NextWave Build training. It is not a university degree, and it is not a qualification that governments or employers automatically recognise.

10. Results and income

We will provide the teaching and mentoring described for your Programme. We do not promise any particular income, sales, freelance clients, job, business result or return on your investment. Results depend on your effort, decisions, skills, budget, market conditions and other factors outside our control. Success stories we share are individual examples, not typical results.

11. Conduct and account action

Treat Mentors, staff and other participants with respect. We may suspend or end your access for harassment, abuse, fraud, cheating, sharing paid content without permission, or using what you learn for illegal activity, including scams, counterfeit goods or fake reviews. Where possible, we will explain our concern in writing and give you 5 business days to respond before deciding. For serious misconduct we may act immediately. Fees for access ended because of a breach of this section are not refunded, except where the law requires it.

12. Privacy and session recordings

We handle your personal data as described in our Privacy Policy and in line with UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data. We share your name, email address and phone or WhatsApp number with your assigned Mentor so they can contact you and schedule sessions. We record a live session only if you agree to it at the start of that session.

13. Platform availability

We aim to keep the Platform available at all times, but maintenance, outages or problems with third-party services may sometimes interrupt access. If a Platform outage stops you from following your Programme for more than 7 days in total, we will extend your Programme by the length of the disruption.

14. Cancellation, withdrawal and refunds

Cancellations and refunds are governed by our Refund & Cancellation Policy. In summary, there is no cooling-off or change-of-mind cancellation period once your enrolment is confirmed. You do get a refund if we cancel your Programme, charge you in error, fail to hold your first session within 10 days of payment for reasons on our side, or fail to deliver part of the Programme. These rules do not remove any cancellation or refund right that mandatory law gives you.

15. Complaints and support

Email support@nextwavebuild.com or use the Support button in your dashboard. Include your name, registered email address, Programme and a short description of the issue. We acknowledge complaints within 2 business days and give a full response within 5 business days. If you are not satisfied, you may contact the Dubai Department of Economy and Tourism at consumerrights.ae, or the consumer protection authority where you live.

16. Communications

We will contact you about your enrolment, sessions, payments and account by email, phone and WhatsApp, using the details you registered with. These service messages are part of the Programme. We send marketing messages only if you opt in, and you can opt out at any time.

17. Changes to these Terms

We may update these Terms. The version in force when you paid applies to your enrolment. If we need to make a change that materially affects a Programme you have already bought, for example because of a change in the law, we will email you at least 14 days in advance and explain the change. We will not use an update to remove a right you already have. If a change materially reduces what we agreed to provide, you may ask for a refund for the undelivered weeks under the Refund & Cancellation Policy.

18. Liability

Nothing in these Terms excludes or limits liability that the law does not allow us to exclude or limit, including liability for fraud, or for death or personal injury caused by negligence.

Otherwise, to the extent the law allows, our total liability to you for any claim relating to a Programme is limited to the fee you paid for that Programme. We are not responsible for losses caused by your own business decisions, by third-party platforms or services, or for lost profits or indirect losses.

19. Governing law

These Terms are governed by the laws of the Emirate of Dubai and the federal laws of the United Arab Emirates. The courts of Dubai have jurisdiction, subject to any mandatory consumer rights or rules on jurisdiction that apply to you where you live. If any term is found invalid, the rest of these Terms continue to apply.

20. Contact

Next Wave Professional & Management Development Training L.L.C S.O.C (trading as NextWave Build)
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