WORKING WITH US

Terms and Conditions

CROSSTALK LAB, LLC · Effective 11 November 2026

These terms apply when you use our website or book any CROSSTALK LAB course, workshop, camp, webinar, mentoring path, writing or statistics service, consultation, Young Scholars programme, opportunities support or institutional service. By booking or using a service, you agree to them. Please read them with our **Cancellation and Refund Policy**, **Customer Guarantee** and **Privacy Policy**.

1. Who we are

CROSSTALK LAB, LLC ("CROSSTALK LAB", "we", "us") is a scientific and business advisory network based at the Digital Incubation Center, Ministry of Communications and Information Technology, Al Dafna, Doha, Qatar. CiteWise AI, our verification tool, is provided under its own terms.

2. We mentor; you write and own the work

- We guide, review, train and support. You remain the author of your thesis, article, proposal, application or business plan, and you are responsible for its final content.
- We do not write work for you to submit as your own for assessment, and we do not take part in plagiarism, fabricated or falsified data, or any breach of academic integrity.
- You are responsible for following the rules of your university, journal, funder or employer, including disclosing editing, statistical or AI support where they require it.

3. No guarantee of outcomes

We never promise publication, admission, funding or investment. Those decisions stay with journals, committees, funders and investors. A journal ranking, a probability or a recommendation from us is professional advice, not a guarantee.

4. Quotations, prices and payment

- Prices are in Qatari riyals (QAR). Fixed prices are shown on our website; other services are priced in a written quotation, valid for 30 days.
- Payment is due in full before a course starts or before work begins, unless your quotation sets payment in stages.
- Discount codes: one code per booking, not combined with other offers, no cash value, and valid only until the date we announce.
- We may change our prices, but never for a booking you have already paid for.

5. Delivery times

Turnaround times are estimates. They start when we have your complete files and information, and they may move if materials arrive late or the scope changes. Free document evaluations

are sent within 3 working days.

6. Your responsibilities

- Give us accurate information and respond to our questions in time.
- Share only files and data you have the right to share.
- For research data, hold the ethics approval and participant consent your study needs, and remove names, ID numbers and other identifying details before sending data to us.

7. Confidentiality and NDA

- We keep your manuscripts, data, ideas and business plans confidential and use them only to deliver your service. Our team is bound by the same duty.
- Our non-disclosure agreement (NDA), already signed by CROSSTALK LAB, can be downloaded with every request form.
- We never use your work, name or results in our marketing without your written permission. Testimonials are published only with consent.

8. Intellectual property

- Your work remains yours.
- Our slides, course materials, templates, recordings, the CROSSTALK LAB name and logo, and CiteWise belong to us. You may use course materials for your own learning. You may not record, resell, republish or share them without our written permission.

9. Courses, certificates and CPD

- CROSSTALK LAB is an Official Accredited Provider of the CPD Standards Office (UK), provider no. 22780. CPD hours are stated on each course page.
- To receive a certificate, register with your real name (First Last, Institution), attend at least 75% of the live session time and complete the course evaluation form.
- Certificates are issued electronically. We may record sessions; we tell you at the start, and you may keep your camera off.

10. Online sessions and other providers

Online sessions run on Zoom on Doha time (GMT+3). Forms, payments and email use third-party providers whose own terms apply. You need a stable internet connection; we are not responsible for outages of these services.

11. Participants under 18

Young Scholars and school programmes need the consent of a parent or guardian, who books and accepts these terms on the participant's behalf. Our **Code of Conduct** explains how we work with young participants.

12. Cancellations, refunds and complaints

Cancellations and refunds follow our **Cancellation and Refund Policy** and **Customer Guarantee**. Complaints follow our **Complaint Policy**.

13. Liability

We provide our services with reasonable skill and care. We are not liable for decisions made by third parties (journals, universities, funders, investors) or for indirect losses. Our total liability for any service is limited to the fees you paid for that service. Nothing in these terms limits liability that cannot be limited by law.

14. Our website

Website content is general information, not professional advice for your situation. We may update it at any time. Links to other websites are for convenience; we are not responsible for their content.

15. Changes to these terms

We may update these terms and will post the new version here with its date. A booking is governed by the terms in force when it was made.

16. Governing law

These terms are governed by the laws of the State of Qatar. We will first try to resolve any disagreement through our complaint procedure; if that fails, the courts of Qatar have jurisdiction.

Contact

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