



GUARANTEE OF QUALITY

Our Guarantee of Quality provides our customers with the opportunity to attend the course of their choice — and then pay only if 100% satisfied with the value of the course. If a customer sends us a written notice of dissatisfaction with a course within 60 days of the course start date, the customer will have the option of retaking the course at no charge, applying prepaid tuition fees against another course attendance, or receiving a full refund of any course tuition paid and cancellation of any unpaid invoices for that course. If a customer used a Training Passport, Training Voucher or a Pay-As-You-Learn Voucher for the course, we will not count the attendance against the Training Passport, Training Voucher or Pay-As-You-Learn Voucher used.

TERMS FOR PUBLIC COURSES

COURSE TUITION

The course tuition is due and payable within thirty (30) days after the later of the invoice date or the start date of the course with the exception of On-Demand Courses for which tuition must be prepaid prior to attendance or the granting of customer access to the course. Any and all applicable taxes will be invoiced. In the case of Training Passports or Training Vouchers, the full fee for the Training Passport or Training Voucher Pack purchase is due within thirty (30) days after the later of the invoice date or the start date of the first course attended under that Training Passport or Training Voucher Pack purchase. In the case of the Pay-As-You-Learn Voucher Program, payment for each Pay-As-You-Learn Voucher is due within thirty (30) days of the invoice date. The course tuition includes instruction; course materials; the use of software, computers and other technical hardware as appropriate to the course; and Learning Tree Certification Examinations. ITIL® course attendees that would like to retake their ITIL course or exam must do so within 12 months of the original course date and will not be charged for their retake. If an attendee fails an exam and then two retakes, the attendee must re-attend the course before taking the exam again. Learning Tree International also provides light refreshments during morning and afternoon breaks. The course tuition does not include sleeping rooms, meals, travel or any other expenses that may be incurred by our customer.

SUBSTITUTIONS PERMITTED

We welcome the enrollment of a qualified substitute in an enrollee's place, provided the customer notifies us in writing before the first day of the course (excludes PRINCE2®, ITIL®, COBIT®, MSP® and Change Management courses). 100% of any prepaid course tuition will be credited against the course tuition fee of the substitute. However, the substitute may not take advantage of any discount program, such as our Return to Learn Program, for which he or she is not otherwise qualified. Training Passports are nontransferable and therefore are not eligible for substitution. Substitutions for On-Demand Courses are excluded.

FLEXIBLE TRANSFER/CANCELLATION

If a customer would like to cancel or transfer their course, they must notify Learning Tree prior to two weeks before the start date of the course or within seven days of



registration. On-Demand Courses cannot be cancelled once purchased and are not eligible for refund. If a customer transfers to another course prior to two weeks before the start date or within seven days of registration of the course in which originally enrolled, 100% of any prepaid course tuition will be applied toward the course tuition for the subsequent course. If a customer needs to cancel an enrollment two weeks prior to the start of the class or within seven days of registration, we will refund 100% of any prepaid course tuition for that enrollment. If a customer does need to transfer or cancel a course within two weeks of the start date of the course or after seven days from the date of registration, a fee equal to 50% of the price of the course will be assessed for any standard attendances. Attendances associated with a Learning Tree program will be assessed a \$500 fee. Training Passports, Training Vouchers and Pay-As-You-Learn Vouchers cannot be used after their expiration dates, and a course cancellation or transfer by the customer will not extend a Training Passport, Training Voucher Pack or Pay-As-You-Learn Voucher Pack expiration date.

TERMS FOR ON-SITE COURSES

The course tuition fee for On-Site Courses is due and payable within thirty (30) days after the later of the invoice date or the course start date. In the event that the customer needs to cancel or reschedule any On- by the customer less than 14 days before the scheduled start of the course is subject to a cancellation fee in the amount of 50% of the course tuition fee, however, if the event is rescheduled to execute within ninety (90) days of the cancellation date, then a cancellation fee in the amount of 25% of the course tuition fee will apply. If we create a custom course for a specific engagement Site Course, the customer should contact their Account Coordinator. We do not impose any penalty if the customer notifies their Account Coordinator of the need to cancel or reschedule an On-Site Course 14 days prior to the scheduled start date of the course. This notification/cancellation must occur on the closest business day in advance of the cancellation date. Any On-Site Course cancelled or rescheduled that is non-standard in length, content, delivery method, etc., based on customer requirements and request, and the customer cancels the course, we will charge for all incurred customization fees unless the course is rescheduled and executed within ninety (90) days.