TERMS FOR PUBLIC COURSES PURCHASED UNDER A GSA SCHEDULE

INDIVIDUAL COURSE ATTENDANCE: 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.

COURSE TUITION: The course tuition includes instruction; course materials; the use of software, computers and other technical hardware as appropriate to the course; Learning Tree Certification Examinations; and, for qualified courses, free establishment and maintenance of the attendee’s education transcript with the American Council on Education (ACE). 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. To receive ACE College Credit for an ITIL exam retake, course attendees must reattend the course before retaking the exam. Learning Tree International also provides live 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 of the substitute. However, the substitute may not take advantage of any discount program, such as our Government Return to Learn Program, for which he or she is otherwise qualified. Government Training Passports are nontransferable and therefore are not eligible for substitution.

FLEXIBLE TRANSFER/CANCELLATION: Our flexible transfer/cancellation policy lets our customers enroll early with confidence. We do not impose any penalty for cancellations of enrollments or transfers to another course. We request that our customers inform us as soon as they can if they intend to cancel or transfer their scheduled course attendance. If a customer transfers to another course prior to the start of the course, which was originally enrolled, 100% of any prepaid course tuition will be applied toward the cost of the new course. If a customer needs to cancel an enrollment prior to the start of the class, we will refund 100% of any prepaid course tuition for that enrollment. Government Training Passports cannot be used after their expiration dates, and a course cancellation or transfer by the customer will not extend a Government Training Passport expiration date.

LEARNING TREE ANYWARE MATERIALS: Our AnyWare-related materials are included in our overall course tuition. In the event that a customer enrolled in a Learning Tree AnyWare course is unable to attend the course within 30 days of the scheduled course date, the customer will be responsible for returning the materials to Learning Tree. Learning Tree AnyWare materials are easy to use and no cost to the customer. The customer should affix the pre-paid return label to the outside of the box and take it to the authorized shipping company, or drop off location.

GOVERNMENT TRAINING PASSPORT: The purchasing agency will be invoiced for each course after course attendance. The first course will be invoiced at the GSA discounted individual or Return to Learn course price, the second course will be invoiced at the GSA discounted Returning Attendee course price, and any additional courses will be invoiced at the difference, if any, between the full Government Training Passport purchase price and the GSA Training Voucher Pack. Payment for each course attendance on the Government Training Passport is due within thirty (30) days of invoice date. Government Training Passports (i) are nontransferable and can only be used to pay course tuition for the named holder and (ii) cannot be used to attend courses in excess of the specified number of courses or which start more than 12 months after the start date of the first course attended under that Government Training Voucher Pack. Payment on the Government Training Voucher Pack invoice is due within thirty (30) days after the invoice date. Government Training Vouchers (i) are transferable and can be used to pay for the attendance of any qualified course participant but (ii) cannot be used to extend the course price of any course covered by that Government Training Voucher Pack purchase.

TERMS FOR ON-SITE COURSES PURCHASED UNDER A GSA SCHEDULE

The course tuition fee for Government On-Site Courses is due and payable within thirty (30) days after the later of the invoice date or the course start date. We do not impose any fees or penalties for resheduling or canceling any Government On-Site Course. In the event that the customer needs to cancel or reschedule any Government On-Site Course, the customer should contact their Account Coordinator prior to the scheduled course date.

TERMS FOR ALL COURSES PURCHASED UNDER A GSA SCHEDULE

ACCOMMODATION FOR DISABILITIES. We are committed to assisting course participants with disabilities. Upon written request from a participant’s employer, at least two weeks before the start of the course, we will provide a participant who is disabled an additional seat in the classroom and an additional set of course materials for an Auxiliary Aide and/or a copy of the course notes in computer-readable format at no additional cost. The employer of the participant is responsible for all other costs of any necessary accommodation, including Auxiliary Aides. Please call 1-800-843-8733 at least two weeks before the start of the course so that Learning Tree can arrange for Auxiliary Aides and bill the employer of the participant.

SECURITY. The customer agrees that all course participants will abide by security measures in effect at the course location.

COURSE POSTPONEMENTS. At times, we must change a course location, course date or postpone a course. We will try to give the customer as much advance notice as possible of any such change. We will not be liable for any other costs incurred, including (for example) travel charges or any consequential damages, even if we were advised of them. Changes in course locations, course dates or postponement of courses will not extend a Government Training Passport expiration date.

GSA SCHEDULE. GSA Schedule purchases should reference our GSA contracts: IT Schedule 70 (GS-35F-369CA); MOBIS 874 (GS-02F-0182Y). Our GSA price list, including specific terms and conditions, is available at www.gsaadvantage.gov.

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GENERAL. These terms and conditions set out above represent a complete statement of the agreement between the parties and supersede all prior discussions, correspondence and representations. Our brochures and advertisements are for information purposes only and are not intended to form any agreement between Learning Tree International and the recipient. These terms and conditions are subject to change without notice and changes will apply to any enrollment course received after the date of this change. Learning Tree International’s acceptance of a purchase order containing different terms and conditions does not modify or supersede these terms and conditions. This agreement will be governed by Virginia law, without regard to any conflicts of law.

Learning Tree International limits the provision of its educational services to employees of corporations, partnerships and Government organizations who are sponsored by their respective organizations. This agreement is between Learning Tree International and the employer.