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! Within three 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. In the case of Training Passports or Training Vouchers, the full fee for the Training Passport or Training Voucher Pack purchase is due 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 for 4-8 Course Training Passport, 2- or 3-Course Training Voucher Pack 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 re-attend the course before retaking the exam. 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®, MBI® 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 Renew to Learn Program, for which he or she is otherwise qualified. 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 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 prior to the start of the class, we will refund 100% of any prepaid course tuition for that enrollment. 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. We do not impose any fees or penalties for rescheduling or canceling any On-Site Course. In the event that the customer needs to cancel or reschedule any On-Site Course, the customer should contact their Account Coordinator prior to the scheduled course date.

TERMS FOR ROOM RENTALS

Learning Tree International Room Rentals are subject to the Terms and Conditions of the Room Rental Agreement executed prior to the start of the room rental.

TERMS FOR ALL COURSES

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 cot. Training Passports (i) are nontransferable and can only be used by the named holder and (ii) cannot be used to attend courses that are either 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 4-8 Course Training Passport, or which start more than 24 months after the start date of the first course attended under the 4-Course Training Passport. If a customer purchases a Training Passport and cancels prior to its expiration, we will refund 100% of the difference between the price paid for the Training Passport Pack and the sum of the standard full tuition for each of the courses the customer attended using that Training Passport. Learning Tree reserves the right to exclude certain courses from eligibility in the Passport Program.

PAY-AS-YOU-LEARN VOUCHER PROGRAM: Pay-As-You-Learn Vouchers are offered for Public Courses only in 25-course packs or greater. A commitment to purchase a minimum number of Pay-As-You-Learn Vouchers in one twelve (12) month period is required, must be confirmed in writing via a Purchase Order (PO) or contract. An account Agreement is for one (1) year renewable on an annual basis and the committed Pay-As-You-Learn Vouchers must be used within twelve (12) months from the start date of the first course attended under that Pay-As-You-Learn Voucher Pack, otherwise pricing expires on the renewal date. The Pay-As-You-Learn Voucher is transferable and a qualified substitute will be allowed to attend in the enrollee's place. This substitution can be made at any time prior to the first day of the course. Learning Tree reserves the right to exclude certain courses from eligibility in the Pay-As-You-Learn Voucher Program.