

Current Technologies CLC (CTCLC)

Terms and Conditions on Public and Private Classes

Acceptable Methods of Payment

CTCLC accepts Visa, MasterCard, American Express, (**3% fee** applies to all Credit Card Payments) Wire Transfers (\$25 processing charge), Cisco Learning Credits*, and corporate checks from all companies. All necessary payment information is to be received at least fifteen (15) business days before the start date, or upon sign-up, whichever is later.

*Cisco Learning Credits are only accepted through the Cisco Class Locator link- <https://learninglocator.cloudapps.cisco.com/#/home>.

Purchase Orders must be received at least fifteen (15) business days before the start of the course, or upon receipt of invoice, whichever is later. Payment on Purchase Orders must be received no later than fifteen (15) days after the course date. If you would like to submit a Purchase Order, please contact us at 219-764-3800x101 or email ddoan@ctclc.com.

Fees

The fee covers course tuition and all course materials. Payment (corporate check, American Express, Visa, or MasterCard) must be received fifteen (15) business days prior to the course date unless the course has not yet been confirmed it will run by CTCLC. For students outside the U.S., fees will be converted by your credit card company to U.S. funds.

Training Guarantee

CTCLC has a 100% training guarantee. You may retake the same version of the class you attended, within 1 year, if necessary.

Cancellation and Withdrawal Policy

All requests to change a registration must be in writing via e-mail to ddoan@ctclc.com or call 219-764-3800x101.

If CTCLC cancels a course for any reason, liability is limited to the registration fee only. CTCLC will contact the student by phone or email as part of the cancellation process to attempt to arrange another suitable date for training.

a) CTCLC Delivered Training

In order to receive a refund for prepayment, you must cancel or reschedule your registration (17) or more calendar days before the start date of your scheduled class. Failure to provide the required notification will result in full charge of the course. If a student does not attend a scheduled course without the required prior notification, the funds will be forfeited, and rescheduling will not be allowed. Within the required notification period, only student substitutions will be permitted. Rescheduling is permitted at any time with (17) or more calendar days' notice. Enrollments must be rescheduled within six months of the cancel date or funds on account will be forfeited.

(b) Partner Delivered Trainings

In order to receive a refund for prepayment, you must cancel or reschedule your registration (30) or more calendar days before the start date of your scheduled class. Failure to provide the required notification will result in full charge of the course. If a student does not attend a scheduled course without the required prior notification, the funds will be forfeited, and rescheduling will not be

allowed. Within the required notification period, only student substitutions will be permitted. Rescheduling is permitted at any time with (30) or more calendar days' notice.

Withdrawals

Students may withdraw a registration up to seventeen (17) calendar days before the scheduled start date of the class without penalty by submitting a written notice via email to ddoan@ctclc.com.

All registration fees are forfeited if the student withdraws fewer than seventeen (17) calendar days before the class start date.

Rescheduling

a) Public Training Cancellation/Rescheduling Terms

Customer may reschedule a class up to eleven (11) business days before the scheduled start date without penalty. Rescheduling will be defined as transferring registration to the same course on a different date, or transferring to another course of equal or lesser value up to six (6) months from the original course start date.

If a customer reschedules fewer than eleven (11) business days before the class, or reschedules for a second time, the entire original course fee may be forfeited. If CTCLC representatives determine a course forfeiture, an additional course fee will be required for the new registration.

b) Private and Custom Training Cancellation/Rescheduling Terms

- a) A customer who wishes to cancel or reschedule a private group training can do so with a notice of 20 business days before the originally scheduled class start date.
- b) 25% of the class charges will be applicable if a cancellation/reschedule is requested between 20 to 10 business days of the class start date.
- c) 100% of the class charges will be applicable if cancellation/reschedule is required with less than 10 business days of the class start date.

c) Partner Delivered Training Cancellation/Rescheduling Terms

- a) A customer can request to cancel or reschedule from a partner delivered class with a notice provided (17) calendar days prior to the start date of class. Failure to provide proper notice will result in a forfeiture of 100% of the training fee.

d) eLearning Cancellation Terms

- a) Once the eLearning course has been assigned to a learner, no cancellation/reassignment or refund is permitted.

Substitutions

Substitutions are permitted prior to the start of the class but are subject to a **5% change fee**. All substitutions must be submitted in writing to ddoan@ctclc.com or call 219-764-3800 prior to the start of class.

No Show

Failure to attend without written notice prior to the start date of the course will be considered a "no show" and will result in forfeiture of the full course price.

Schedule

CTCLC courses are delivered live online and generally start at 9:00 am CST. You will be notified of the official start time as part of your sign-up process.