

## TRAINING AND CONSULTING TERMS AND CONDITIONS

If Licensee has agreed to pay for training or consulting services (each event a "Training Event"), then the following terms apply:

### 1. Cancellation or Staff Substitution

Please thoroughly review the cancellation policies and procedures for each Training Event identified below.

All cancellation and/or reschedule requests must be received in advance of the Training Event by Infinite Campus in writing, sent through email or through Licensee's training case.

Cancellation or rescheduling of the Training Event by Licensee may result in additional fees. Please see the additional information for each type of Training Event.

Due to Infinite Campus resource commitments, Training Events that end early are still subject to the full scheduled Training Event fee. Infinite Campus reserves the right to modify the Training Event content to meet the requested needs or objectives of the participant(s).

Licensees may substitute another staff member at any Training Event without penalty.

### 2. Training and Consulting Webinars

A cancellation and/or rescheduling of a webinar Training Event may be made, with no penalty, up to twenty-four (24) hours prior to the start of the scheduled training.

A cancellation or postponement of a scheduled webinar Training Event made less than twenty-four (24) hours prior to the start time of the scheduled webinar will be considered a "no-show." A no-show, for a confirmed webinar Training Event, will be charged to the Licensee in full and not rescheduled.

Trainers will wait fifteen (15) minutes at the date and time of the scheduled webinar before declaring a no-show.

### 3. Onsite Training and Consulting

Cancelling and/or rescheduling Licensee onsite Training Events must be made prior to the Infinite Campus staff member making travel arrangements and at least fifteen (15) days prior to the first travel day. If a cancellation or postponement of a scheduled onsite Training Event happens 14 days or fewer from the start of the Training Event, the Licensee will be charged a \$200 fee plus the fee for one day of the Training Event. Onsite Training Events include all scheduled trainings for implementation, onsite support, and consulting.

### 4. Regional Events

A cancellation and/or rescheduling of a regional course may be made fifteen (15) days prior to the first day of the Training Event with no penalty.

Regional courses with a set price must have the minimum number of paying registrations (see course description for minimums). If the minimum number of attendees is not met at least fifteen (15) days before the scheduled event, Infinite Campus reserves the right to cancel the event.

An individual cancellation or postponement of a regional Training Event made fewer than fifteen (15) days prior to the start time of the scheduled training will be charged the full amount for the event, and the event will not be rescheduled.

To cancel a regional session, log into the Licensee's Campus Passport account, click on My Events, open the regional event you wish to cancel and click "Cancel" or send an email to [training@InfiniteCampus.com](mailto:training@InfiniteCampus.com).

### 5. Training at Infinite Campus Headquarters

Cancelling or rescheduling a Training Event held at the Infinite Campus headquarters in Blaine, Minnesota, must be made fifteen (15) days prior to the beginning of the Training Event. A cancellation made less than fifteen (15) days prior to the Training Event will be invoiced for the full amount.

If you registered for a class and send a replacement, please inform Infinite Campus before the Training Event begins by sending an email to [training@InfiniteCampus.com](mailto:training@InfiniteCampus.com).

### 6. Ownership of Training Materials

Licensee acknowledges that the training and consulting materials used by Infinite Campus in performing the Training Event are confidential and proprietary to Infinite Campus, and ownership shall remain and vest with Infinite Campus. Licensee shall therefore maintain the training materials in strict confidence to the extent permitted by law, only disclose such materials to its employees who require access to perform their obligations on behalf of the Licensee and shall not disclose the training materials to any third parties without the express written permission of Infinite Campus.

### 7. Miscellaneous

Infinite Campus reserves the right to cancel a Training Event at any time. If Infinite Campus cancels a Training Event, the Licensee is entitled to a full refund.

For more information regarding cancellation policies applicable to any specific Training Event, please contact [training@InfiniteCampus.com](mailto:training@InfiniteCampus.com).