

Crossbeam Education Services Policies

March 2, 2010

COURSE SCHEDULING AND RESERVATION POLICY

Course seat reservation and onsite course scheduling will be completed on a first-come first-served basis. Scheduling and registration can not be confirmed without receipt of 1) purchase order or payment and 2) written end user confirmation or online registration request.

BILLING POLICY

For courses executed at Crossbeam facilities or onsite at customer facilities, Crossbeam will issue invoice to the purchasing party immediately upon completion of delivery. Payment is expected based upon the purchasing parties' existing payment terms with Crossbeam.

For course executed via web-based license, Crossbeam will issue invoice to the purchasing party immediately upon issuance of end-user login credentials. Payment is expected based upon the purchasing parties existing payment terms with Crossbeam.

ONSITE TRAVEL EXPENSES POLICY

Training fees quoted for onsite training courses include travel and expenses incurred by the instructor for delivery.

EXPIRATION OF PURCHASE ORDERS POLICY

Training orders must be used within six (6) months of the date of issuance. Crossbeam will automatically cancel these orders and notify the ordering party of such cancellation. Orders for training beyond 6 months will require a new order to be issued.

STUDENT CANCELLATION POLICY

Students who are unable to attend a course must notify Crossbeam at least 14 calendar days prior to class start. Lack of notification 14 calendar days prior to class start will result with incurring full course fees without attendance. A student may, by letter, fax, or e-mail designate a substitute or transfer their registration to the next scheduled class with no penalty, if notification is received at least 14 calendar days prior to the registered class.

ONSITE COURSE CANCELLATION POLICY

End users who request cancellation of a scheduled onsite course must do so at least 30 calendar days prior to scheduled delivery. Lack of notification 30 calendar days prior to scheduled delivery will result with incurring full course fees and travel expenses without execution.

CROSSBEAM CANCELLATION POLICY

If it becomes necessary for Crossbeam to cancel any course, Crossbeam will notify the registered student least 14 calendar days before the course begins and promptly refund paid tuition or enroll the end user in the next scheduled class, at the end users discretion. Courses are subject to cancellation, and course dates and locations are subject to change; under these circumstances Crossbeam liability is limited to reimbursement of tuition only. Training seat orders placed on "hold" must be used, transferred, or refunded within 6 months of the cancellation date.

TRAVEL POLICY

Crossbeam is not responsible for the purchase of non-refundable airline tickets/travel arrangements or the cancellation/change fees associated with canceling a flight or other travel arrangements. Crossbeam encourages attendees to call and confirm whether a specific course is confirmed before purchasing nonrefundable/penalty travel arrangements. Courses are subject to cancellation, and course dates and locations are subject to change; under these circumstances our liability is limited to reimbursement of course fees only.

ONSITE TRAINING FACILITY POLICY

The End User is responsible for ensuring the required training facility and infrastructure is ready before instructor arrival. Crossbeam will provide a complete list of the facility and infrastructure requires prior to course scheduling. Any delay of the course schedule due to end user facility or infrastructure issues will incur additional fees based on the current daily rate and expenses for the instructor.

COMPLAINT POLICY

All complaints will be carefully reviewed by the appropriate product and/or training manager for resolution. If the complaint is in regard to the course content or delivery, the appropriate manager and instructors will review the complaint and make any necessary changes to the course material or presentation. Complaints regarding administrative policies will be reviewed by the Training Manager and Administrator for corrections.

STUDENT MATERIALS COPYRIGHT POLICY

No audio-recording or videotaping of course delivery is permitted. Student training materials and handouts are the copyright property of Crossbeam and may not be duplicated or distributed.

PRIVACY OF INFORMATION POLICY

Crossbeam will treat your information with the same respect and concern we would expect to be treated ourselves. We may initiate limited communications with you about information we believe would be of interest to you. We promise to limit these communications in frequency and content, and not to make a nuisance of ourselves. On request, we will immediately remove you from our distribution. We will never divulge your e-mail address to other parties, except as required to process your course registration.

PERSONAL PROPERTY POLICY

Attendees are responsible for all personal belongings during the course while in the hotel and other meeting space; this includes all breaks, lunch, and overnight accommodations. Crossbeam does not assume responsibility for any missing or damaged articles

RE-TEST POLICY

One written exam re-test is available at no cost within 60 days via web or telephone proctor. Should the student fail a second time, the course and exam must be repeated at full cost. Re-testing is not available for practical exams; the student must repeat the exam (and optionally the course) at full cost. Re-testing must be coordinated in-advance with Crossbeam Education Services Group.

Questions regarding these policies can be directed to education@crossbeam.com