

Terms and Conditions for On-Site Courses

- These general terms and conditions are in addition to the details specified in our proposal for the presentation of the subject course.

Confirmation

- A purchase order or deposit/down payment is required at least three weeks before the scheduled starting date, so that TTI can commit resources to reserve instructor dates and purchase travel tickets etc.

Taxes

- Our fee does not include any local, state, provincial or government taxes or work permit fees. Where applicable, they will be added to the base fee.

Cancellation policy

- In the event that a client has to cancel a scheduled on-site course after dates have been set and a purchase order issued, the client will be responsible for actual and reasonable costs incurred by TTI. These may include but are not limited to instructor airfare and shipping charges.
- In the event that the scheduled TTI instructor becomes unavailable, due to circumstances beyond TTI's control, TTI will make every effort to provide a qualified substitute within the scheduled time frame. If this is not possible, then TTI will work with the client to reschedule the session at a mutually agreeable time.

Course Workbooks, Shipping and Billing

- TTI provides a copyrighted course workbook to each course attendee for their personal use. The workbook is to be retained by the attendees for their own future reference. It is not to be duplicated or disseminated in any form, written or electronic, without the express written consent of TTI.
- No later than two weeks prior to the scheduled course presentation dates, the client will supply TTI with the firm number of attendees for the course presentation. Based on this number, TTI will ship that number of workbooks to the course presentation location. Late additions to the attendance number can be accommodated, however there may be an additional charge for express shipment.
- Workbooks not used during the course presentation are to be retained by the client. After the course, a final invoice will be submitted to the client based on the actual number of attendees at the per-student rate stated in our proposal, and the number of extra workbooks shipped, billed at our retail price (\$100-\$200 each).

Outside Attendees

- These on-site classes are for one client only (attendees may be from different client sites), with no reselling of "seats" to outside personnel. However, where there is room in the class, TTI would appreciate the opportunity to include some outside attendees in the class. Adding these individuals will provide some diversity of experience and enable TTI to recover some of the reduced fees.

Teaching Facilities

- TTI's on-site course fees assume client provides fully-equipped training facility (please see our proposal for specific requirements). Where requested by client, TTI will locate and reserve meeting facilities, audio-visual equipment rental, lunches and morning and afternoon beverages at a convenient hotel location. Actual costs incurred for the teaching room, equipment rental, lunches and beverages will be initially paid by TTI for reimbursement by client.

Certification of Non-segregated Facilities

- TTI does not and will not maintain or provide for its employees or students any segregated facilities at any of its establishments, and it does not and will not permit its employees to perform their services at any location under its control where segregated facilities are maintained.

Equal Employment Opportunity

- TTI does not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.

Course Content—Disclaimer

- The views expressed during the course presentation are those of the instructor and do not necessarily represent the views or policy of TTI or any other organization. The material presented during class and in the course workbook is simply to explain the principals covered and is to be used only as a guide when developing specific application procedures.

