

TERMS AND CONDITIONS FOR OUR CLASSES

Leading Edge Process Consultants LLC
www.CmmiTraining.com
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We strongly recommend that you save or print this document for future reference.

Payment Terms. For all payment methods other than Credit Card Online, we must receive your full payment at least seven (7) calendar days before the start of class; otherwise, we reserve the right to offer your seat(s) to people on our Waiting List and to the general public. This includes payments made under Purchase Orders.

Cancellation and Refunds. To receive a refund, you must notify us of your cancellation in writing at least ten (10) calendar days before the start of class. (Our classes sell out, and this provides us with time to potentially fill your vacated seat.) You will be assessed a \$195 administrative fee (per student) to cover our processing costs.

No refunds will be issued for no-shows, or for any cancellations made less than ten (10) calendar days prior to the start of class. Substitute students may be considered if we are provided at least three (3) business days notice. All requests for refunds or substitutions must be emailed to register@cmmitraining.com.

Course Completion. To receive completion credit for the course: you must actively participate and attend all class hours; you must have adequate technology and bandwidth to use Zoom efficiently and effectively during class; you must have your webcam on for the duration of class; you must be able to see and hear the instructor, who also needs to see and hear you; and you must have a basic command of the English language. No refunds will be provided for any violation of these Course Completion guidelines.

Class Postponement and Rescheduling. In the rare event that a portion of class is cancelled or postponed due to issues beyond our control, we will attempt to schedule one or more make-up sessions. You may choose to either attend the make-up session(s) or receive a full refund.

Class Expulsion. The instructor retains the right to expel any student for any reason he deems appropriate, including behavior detrimental to the class, failure to follow pre-class guidance, and poor network connectivity at the student site. No refunds or course credit will be issued to any student expelled from class.

Waiting List. If a course date is marked ****FULL**** and you would like to be waitlisted, please email register@cmmitraining.com with your name, phone number (ideally, a cell phone), email address, and the course name(s) and date(s). If a seat becomes available, you will be notified ASAP and you'll be expected to respond within one (1) hour before we move to the next person on the list.

You may also enroll in a class with available seats, as well as be waitlisted for an earlier date. If a seat becomes available for the earlier date, we will contact you to confirm your potential transfer to the earlier date.

Mailing List. All students consent to be added to our email list, from which they may opt out of at any time.