

## Terms and Conditions for Training Services

### 1. Scope of Training and Consulting Services

These terms and conditions govern all training and consulting services provided by Mastercam ("the Provider").

The training program is designed to provide participants with skills and knowledge as specified in the Purchase Order.

### 2. Eligibility Requirements for Remote Training

All students must be remote-qualified 10 business days prior to the first day of class. If a student is not remote-qualified 10 business days prior to class, they will no longer be registered and will be notified by email.

The remote qualification process is to verify connection, video, audio and most importantly that student and instructor platforms are working properly for both.

Our remote classes use two platforms. The first, either GoToTraining, GoToMeeting, or Microsoft Teams allow students to see the instructor. The second, GoToAssist, enables the instructor to view the student's screen. To remain enrolled, students must be able to use both GoToAssist and at least one of the video platforms.

The Provider reserves the right to deny admission if eligibility criteria are not met.

### 3. Registration and Fees

The purchase of any Open Enrollment Training class does not include automatic enrollment in the class: formal registration for all classes is necessary. In order to register & verify seat availability, call (800) 275-6226, and select 1 for Direct Customers, then 4 for Training.

Full payment is required with the purchase order. The training or consulting fee excludes shipping/handling or other applicable expenses that will be invoiced separately. Payment for all training classes is due in full 10 business days prior to the commencement of each class. Payment can be made via ACH or credit card.

A student's seat in a class is not reserved until Mastercam receives full payment of the training amount. If payment is not made on or before 10 business days prior to the class start date the student will no longer be considered registered. Mastercam will notify the student and/or the registration contact of the cancellation.

Class payment is valid for 9 months only: class must be completed within 9 months of the original date of purchase, after which time any monies paid are deemed NON-refundable.

Full payment of training fees is required to confirm enrollment.

Fees are non-refundable unless otherwise specified (refer to the Cancellation and Refund Policy below).

Onsite consulting and/or training services do not include per diem (food and lodging) expenses or travel time and will be billed for.

A student may reschedule with no penalty up to 10 business days prior to the start of class. If notice is given less than 10 business days, a 25% re-registration fee will be charged.

### **4. Cancellation and Refund Policy**

Any class cancellations must be received 10 days prior.

To cancel a registration and receive a 75% refund you must notify Mastercam on or before 10 business days prior to the class starting date. If the cancellation less than 10 business days from the class commencement, the full cost of the class will be charged.

Mastercam reserves the right to cancel or reschedule classes on or before 5 business days prior to the start of a class. Please keep this in mind when booking travel arrangements. The purchase of any open enrollment training classes does not include automatic enrollment in the next regularly scheduled class. Formal registration for all classes is necessary.

Class seats are valid for 9 months: Classes must be completed within 9 months of the original date of purchase, after which time any fees paid are non-refundable, this includes any re-scheduled classes.

No refunds will be issued for cancellations made after the deadline or for participants who fail to attend.

### **5. Program Delivery**

The training program will be delivered as specified in the Purchase Order.

The Provider reserves the right to modify the schedule, format, or content of the training program as necessary.

## 6. Participant Responsibilities

Participants are expected to:

- Attend all sessions punctually.
- Actively engage in training activities.

Participants must use the training materials solely for personal learning and not share or distribute them without prior consent.

## 7. Code of Conduct

Participants are required to maintain a respectful and professional demeanor throughout the training. Any disruptive or inappropriate behavior may result in removal from the program without a refund.

## 8. Intellectual Property

All materials provided during the training (e.g., slides, guides, videos) are the intellectual property of the Provider. Participants may not copy, reproduce, or distribute these materials without prior written permission.

## 9. Confidentiality

Participants must keep all proprietary or sensitive information shared during the training strictly confidential.

## 10. Force Majeure

The Provider is not liable for failure to deliver the training program due to events beyond their control, including but not limited to natural disasters, technical issues, or government restrictions.

## 11. Liability

The Provider is not liable for any direct or indirect damages, losses, or injuries incurred during or as a result of the training program.

## 12. Amendments

The Provider reserves the right to update or modify these terms and conditions at any time. Participants will be notified of significant changes.

### 13. Governing Law

These terms and conditions are governed by the laws of Connecticut and any disputes will be subject to the exclusive jurisdiction of the courts in Connecticut.

### 14. Non-Solicit Policy

Upon acceptance of this proposal, and for a period of one (1) year thereafter, the recipient company and its representatives shall not, without the written consent of Mastercam, directly or indirectly solicit, recruit, or hire any individual employed by Mastercam — whether such individual is a full-time, part-time, temporary, or at-will employee — on their own behalf or on behalf of any third party. This restriction shall not apply to general employment advertisements that are not specifically directed at Mastercam employees.

### 15. Contact Information

For any questions or concerns, please contact:

- Email: [training@mastercam.com](mailto:training@mastercam.com)
- Telephone: Call 860-875-5006 and ask to speak to the Global Training team
- Address: 671 Old Post Rd, Tolland CT 06084