

KIVA Institute, LLC Registration Terms and Conditions

Registration: Registration for a course must occur prior to the start of the class. Because class size is limited, we recommend early registration. We also recommend that tuition be paid at the time of registration to guarantee a place in the class. If registration occurs within ten (10) days prior to the start of the session, add a **\$25 late registration fee per person**.

Confirmation:

- You will receive a **registration acknowledgment**, in writing, via email or mail within 3 days following registration for a course.
- You will receive an **enrollment confirmation** for the course, in writing, via email or mail approximately three (3) weeks prior to the session start date. If the class is full, or has been rescheduled, notification of the change in enrollment status will be sent. Nonrefundable travel reservations should not be made before receiving enrollment confirmation. Accommodations and meals are not included in the tuition fee.

Substitutions: Registrant substitutions are permitted at any time up to the start of the session. No additional training materials will be provided.

Partial Attendance: Full attendance is required to receive a certificate of completion. In case of illness or unavoidable emergency that results in partial attendance, make-up time may be scheduled on a space-available basis by calling us at 866.202.5482 (KIVA), ext. 2.

Cancellations:

- If a registration is canceled more than two (2) weeks prior to the session start date, KIVA Institute will, at the **written** request of the registrant or his/her organization, apply the tuition towards the cost of another session or course (credit memo) or issue a refund.
- If a registration is canceled or changed by the registrant or his/her organization less than two (2) weeks prior to the class start date, the full course tuition must be paid. Upon payment, a credit memo for a future session will be issued.

No Show: If a registrant fails to attend the session, the full tuition remains due and payable. A credit memo for a future session may be issued, if requested in writing within five (5) days of the end of the session. The request must specify the course and session the credit memo will apply.

Credit Memo: A credit memo amount may be applied only **one** time, may be used by anyone in the same organization, is valid for six (6) months from the last day of the session for which the credit was originally generated, and is **non-refundable**.

The credit memo may only be applied to a single class and may not be split between multiple registrations or multiple courses. If the tuition to which the credit memo is applied is greater than the value of the credit, a separate, acceptable method of payment must be provided to cover the balance due. If the tuition to which the credit is applied is less than the value of the credit memo, the difference will not be refunded.

The credit memo must be applied to another registration by the expiration date or it will become null and void. If the credit memo is applied to a registration, and that registration is subsequently cancelled less than two weeks prior to the start date of the session, the credit will no longer be available for use and another credit memo will not be issued. Credits are non-refundable.

The credit memo must be provided when registering for the new course/session. This will ensure the credit memo is properly applied.

Payment: Tuition payment, or fully executed and signed payment paperwork (P.O. or Government Training Form) is due no later than two (2) weeks prior to the start of the session.

If payment or fully executed and signed payment paperwork is not received by the start of the session, please add a **\$25 late payment fee per person**.

If you require an invoice, add a **\$10 processing fee**.

Prepaid and Preferred Accounts: Prepaid or Preferred Accounts will be assigned an account manager as a single point of contact for all open enrollment needs regarding the account. KIVA Institute will track and report on an account's open enrollment activity through monthly statements. In order to establish a Prepaid or Preferred Account with KIVA Institute, LLC, please contact us at 866.202.5482 (KIVA), ext. 2, or email registration@kivainstitute.com.

Admission: Admission to KIVA Institute courses is open to all individuals who intend to complete the program of instruction and desire to develop the skills and competencies needed to be successful, maximize their performance and effectiveness, and assist their organizations in achieving their mission.

Satisfaction Guarantee: KIVA Institute training sessions consistently receive the highest ratings for being timely, well presented, and relevant. If you believe we have not met that standard, please contact us. Your concerns will receive our immediate attention and we will work diligently to resolve them.

As evidence of our commitment to your complete satisfaction, KIVA Institute offers a money-back guarantee on every course we offer. If you are not satisfied that we have met the stated objectives of the course, just tell us why. We will either refund your tuition in full or apply the amount to another course.

Concerns or requests should be sent to: KIVA Institute, LLC, Attention: Customer Service, (name of course _____), PO Box 1320, Pinetop, AZ 85935

Nondiscrimination Policy: KIVA Institute, LLC does not discriminate against individuals with disabilities who attend our courses. KIVA Institute, LLC provides such individuals all assistance required by applicable laws and regulations. If you need assistance to participate in a class, please contact us at 866.202.5482 (KIVA) ext. 2 or email office@kivainstitute.com.

Registrant Conduct: Persons attending KIVA Institute courses are expected to act in a professional and respectful manner to other attendees, instructors, and staff while attending a course. Failure to do so may result in dismissal from a course. Tuition will not be refunded under these circumstances.

Intellectual Property: By registering for a KIVA Institute course or training service, you agree and acknowledge that KIVA Institute training materials are protected by U.S. and international copyright laws. Therefore, you cannot reproduce, distribute, make derivatives works of, or publicly display/perform such materials. In addition, you agree not to use the company's training materials, including but not limited to the concepts and ideas expressed in the training, to create a competing product/service.