

## **Training Policies**

The following policies apply to training provided directly by Milestone Systems, at a Milestone Systems facility or at a Milestone Systems-sponsored training class.

### **Payment**

Fees for courses must be fully paid at least 15 days prior to the date of training, or you may be turned away at the time of training. Milestone Systems accepts payment by check, Visa, Master Card and Discover for training.

If an invoice from Milestone Systems is needed for payment by check, please register with enough advance time to allow for the payment process to be completed before class date.

### **How to cancel or reschedule**

To cancel or reschedule enrollment in a course, contact the Milestone Systems Training Department at 866-646-9211 or [training@milestonesystems.com](mailto:training@milestonesystems.com). You must cancel or reschedule at least 5 business days before a training class or you will be billed 50% of the course fee.

### **Cancellations and refunds**

If you cancel or change enrollment at least 5 business days before a scheduled course, you may either reschedule or receive a full refund. More than two cancellations will result in forfeit of the full course fee. No-shows will forfeit the full course fee.

Milestone Systems, Inc. reserves the right to cancel courses and change course locations and times. Milestone will give enrollees as much advance notice as possible. In the event of a course change, Milestone System's liability will be limited to refunding any course fees. Milestone Systems, Inc. shall not be responsible for any travel or boarding related costs.

### **Substitution**

A student may be substituted for another student from the same company at any time. Milestone Systems requires notification of the substitution by calling 866-646-9211.

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