

Training Policy

For all CAE Healthcare Products

The following terms apply to purchase of any CAE Healthcare Training Courses (“**Training**”) and shall be in addition to CAE Healthcare’s Healthcare Education Products General Terms and Conditions for the purchase of CAE Healthcare Products.

1. Scheduling

- 1.1. Upon Acceptance of any Purchase Order which includes the purchase of Training, CAE Healthcare’s Training Coordinator will contact Customer to schedule Training. Training will not be scheduled until Customer replies to the Training Coordinator to supply and confirm the appropriate Training dates. All sales of Training are final.
- 1.2. Training must be scheduled and completed within nine (9) months of the date in which any associate simulator is installed at Customer Site. In the event that Training is purchased separately and apart from any CAE Healthcare simulator, Customer must schedule and complete Training within nine (9) months of the date of purchase. If Customer fails to schedule and complete such Training within this time frame, Customer shall forfeit its right to utilize the Training and shall not be entitled to a refund.
- 1.3. Training which shall be performed at Customer Facility (“**On-Site**”) may not be scheduled earlier than twenty-one (21) days from the date of scheduling. In the event that Customer requires training within twenty-one (21) days from the date of scheduling, CAE Healthcare will charge Customer an additional fee of one thousand dollars (\$1000.00) as a result of increased travel costs. CAE Healthcare will not schedule the Customer until the additional fee of one thousand dollars (\$1000.00) is paid in full.
- 1.4. Once Training has been scheduled, the Training Coordinator will contact the Customer with a follow-up questionnaire regarding Pre-Training Setup. Customer is required to provide answers to this questionnaire at least ten (10) days prior to the scheduled Trainings. In the event that Customer fails to provide these answers as required, CAE Healthcare reserves the right to reschedule the Training.

2. Rescheduling

- 2.1. Training Conducted at a CAE Healthcare Facility (“**In-House**”):
Customer may reschedule without penalty any Training scheduled at the CAE Healthcare Facility by supplying CAE Healthcare’s Training Coordinator with seven (7) days advanced written notice prior to the class starting date. If notice is not received by CAE Healthcare at least seven (7) days prior to the scheduled class starting date, Customer shall be required to pay a rescheduling fee of one hundred dollars (\$100.00) in order to reschedule.
- 2.2. Training Conducted at a Customer Facility (“**On-Site**”):
Customer may reschedule without penalty any Training scheduled at the Customer’s Facility by supplying CAE Healthcare’s Training Coordinator with twenty-one (21) days advanced written notice prior to the class starting date. If notice is not received by CAE Healthcare at least twenty-one (21)

days prior to the scheduled class starting date, Customer shall be required to pay a rescheduling fee of one thousand dollars (\$1000.00) in order to reschedule. CAE Healthcare will not reschedule the Customer until the rescheduling fee of one thousand dollars (\$1000.00) is paid in full.

- 2.3. Training that is properly rescheduled in accordance with this policy must be rescheduled and completed with the originally required timeframe of nine (9) months.
- 2.4. In the event that Customer elects not to pay the required rescheduling fee, Customer will forfeit its right to utilize the purchased training and shall not be entitled to a refund.

3. Additional Conditions

- 3.1. All CAE Healthcare In-House training is conducted at a CAE Healthcare training facility. Transportation and lodging are the responsibility of the Customer.
- 3.2. In order for the Customer to purchase and register for a given Training course, Customer must have completed any prerequisite courses prescribed by CAE Healthcare.
- 3.3. In the event that the Customer purchases Technician Training, Customer understands that CAE Healthcare is not responsible for the competency of the trainee, and shall not be responsible for any damage to any products that result from actions of the trainee.
- 3.4. CAE Healthcare does not guarantee that any person receiving Training will achieve the necessary proficiency to qualify for any license, certificates or ratings issued by any regulatory agency or government authority.