



| | | | |
|----------------------|------------------------------|------------------|----------------|
| Author/Owner: | Marketing & Training Manager | Type: | Information |
| Approved by: | CEO | Revision: | Jan 2023 Rev 0 |

Terms and Conditions for Dynasys Corporation Inc. training June 2022

CICS Americas Inc. offers training services through its business partner, Dynasys Corporation, to guarantee a unique service experience. As one of the leading providers of management systems training, Dynasys training hub supports companies like yours to develop its employees' full potential and achieve business excellence.

The following document defines the general terms and conditions applicable to Dynasys Corporation Inc. courses (Dynasys Corp.) Dynasys Corp. reserves the right to modify these terms at its discretion.

1. All fees are expressed in US Dollars (USD).
2. All course content, including text, graphics, presentations, logos, icons, images, audio and video clips, and digital downloads, are the **intellectual property of Dynasys Corporation Inc.** The delivery of the course material **does not imply a transfer of copyright** but its availability for learning.
3. All material provided for the course may be downloaded (when applicable) by participants for their personal, non-commercial use. The material **may not be copied, reproduced, modified, uploaded to social networks or websites, or distributed** by any means without the written permission of Dynasys Corporation Inc.
4. Dynasys Corp. reserves the right to cancel, discontinue or reschedule any course or modify its content and method of evaluation.
5. The cost of the training courses includes the learning material and a Diploma issued by Dynasys Corporation Inc.
6. Travel expenses are not included for onsite courses, which will be sent with evidence of the cost once the training is completed.
7. Coffee break service is not included in the service.
8. If for any reason, you wish to reschedule the confirmed dates for the course, you must send a written notification to your assigned account agent at least **30 days in advance** in order to manage the change and confirm the new dates with your assigned instructor.
9. If you wish to cancel the course, you may do so by sending an email to your assigned account agent at least **45 days in advance**. You will receive a refund of 70% of the course cost or transfer this amount to another course of your choice.
10. Cancellations occurring after agreement and confirmation of the scheduled training date will result in a fee as described below:
 - a. From 16-30 calendar days of scheduled training: 50% of the course fee plus all expenses incurred.
 - b. From 0-15 calendar days of scheduled training: 100% of the course fee plus all expenses incurred.