



PTC University – Instructor Led Training Terms & Conditions

General Provisions

- All training content (physical and digital), lab environments, and lab files are the intellectual property of PTC University.
- Distribution, capture (audio, video, or screen capture), and/or reproduction of the PTCU intellectual property is strictly prohibited.
- Course completion is based on completion and/or attendance of the entire course session.
- PTC reserves the right to remove user access from an event any participant who is being disruptive to the event.
- Unless otherwise stated in the applicable quote, public classes, standalone LEARN sessions and standalone certifications are purchased via training credits, which invoice at the time of purchase and expire if not used within 12 months from the purchase date.
- Public classes, standalone LEARN sessions and standalone certifications must be taken within the 12-month window and must be used within the country in which the credits were purchased.
- Unless otherwise stated in the applicable quote, private training is invoiced at the time of purchase and any unused balance will expire twelve months after the purchase date. Any unused balance will not be refunded and cannot be transferred to another contract. All private training must be completed within the twelve-month contract term.

Scheduling Policy

- Customers can reschedule training prior to the rescheduling deadlines listed below:

Delivery Modality	Rescheduling Deadline
Virtual Online	48 hours prior to event
Public	7 days prior to event
Private	14 days prior to event

- Customers are responsible for all training and travel expenses for any changes past the rescheduling deadline, regardless of actual delivery.

Private Training Classes

- Private training class sizes are limited to twelve students in a session. Additional students are subject to additional fees.
- Training will be delivered only to employees of the Customer.
- Customer will provide a dedicated classroom (including computers and whiteboard) with adequate seating and desk space during the full duration of the course.
- Private training may require the use of the Customer's software environment. Customer agrees to make such environment available to the PTC instructor(s).
- Customer will be required to reimburse PTC for instructor travel and living expenses incurred as part of a time and materials contract unless travel and living expenses are included in the offer.
- Instructors will follow the PTC University travel policy in booking travel accommodations.

Public Training Policies

- PTC University may cancel in-person classes up to seven days prior to the start of an event and 48 hours prior to the start of a virtual instructor-led event.
- Class schedules are subject to change.
- All available seats are distributed on a first come first served basis.