



Training Cancellation Policy and Code of Conduct

Welcome to Your Learning Experience!

With our **Partners for Life** service level agreement, we are pleased to offer recommended learning journeys and training at no additional charge. Ours is a shared delivery model, with learners from many different customers participating in class together. This collaborative approach exposes you to ideas and questions from members of the community from your very first training class.

Attending training is an important part of your customer learning experience. This means that your training "seat" is an asset and, as such, does have an associated cost to deliver. We recognize that unexpected things happen that may prevent you from attending your scheduled class. In these events, we respectfully ask that you **cancel or reschedule your class with a minimum of 7 days before class starts.** This can be done by returning to our training system and adjusting your session's registration. This allows other customers to take advantage of the availability and assist in maximizing the training for all. If you repeatedly fail to provide sufficient notice, UKG reserves the right to charge partial or full late cancellation fees as outlined below.

Cancellation Policy and Fees

Repeated cancellations made less than 7 days prior to the start of class can be subject to a charge of 50% of the class value. Where there is no notice of cancellation (also known as a "no show"), or the notice is received on the day of class, a charge of 100% of the class value applies.

Type of Class *	Cancel on time	Cancel < 7 Days**	No Cancellation Notice**
1-2 hour virtual class	No Charge	\$97.50	\$195.00
3-4 hour virtual class	No Charge	\$197.50	\$395.00
5+ hour virtual class	No Charge	\$297.50	\$595.00

* Each session missed is subject to an individual charge

** Prices shown above are in US Dollars

Cancellation by UKG

UKG reserves the right to cancel scheduled training for legitimate business reasons and will contact affected students to assist with rescheduling for another class.

- UKG is not responsible for unforeseen circumstances, including but not limited to technical situations, system/internet outages, instructor illnesses, weather and/or other uncontrollable events that cause a last-minute cancellation of class. UKG will provide as much notice as possible and will assist with rescheduling to another class. Cancellation fees are not applicable.

- UKG reserves the right to cancel a class due to low enrollment of less than five (5) registrations within seven (7) business days of class starting. UKG will provide five (5) days' notice and will assist with rescheduling to another class. Cancellation fees are not applicable.

UKG Training Code of Conduct

UKG provides all customers with a safe space for learning and exploration. Inappropriate and/or unprofessional behavior and/or language will not be tolerated. UKG reserves the right to dismiss a participant should he or she be disruptive or disrespectful to other participants or instructional staff. Egregious unprofessional behavior will result in dismissal from the training and not permitted into any further training.