

TERMS AND CONDITIONS OF SERVICE

Course Cancellation Policy

In the event that a minimum of six students do not enroll for a scheduled course at least one business week prior to a course's scheduled start date, the course may be cancelled at the sole discretion of Business Performance Group, Inc. If the course is cancelled, participants will be notified, by e-mail. The e-mail will be sent to the address that was supplied by the participant at the time of registration.

Payment and Refund Policy

Payment is due at time of registration. Payment methods are as specified on the registration form.

In the event of a course cancellation, any pre-payment of tuition and/ or fees shall be credited to the participant. If pre-payment was made by check, reimbursement shall be made by check; if by credit card, reimbursement shall be made to the credit card on file.

Participant Responsibility

Participants are responsible for providing the following:

- **Note Taking Materials:** Notebooks, pens, paper, highlighters, etc.
- **Calculator:** Standard calculator that adds, multiplies, divides, and holds a constant.
- **Software:** If participants take the PMI Framework Integration with MS Project course, a laptop computer that is configured to run MS Office Professional (2003 or higher); MS Project 2007 or greater; and an operating system of their choice. Use of laptops is optional for all other courses. Business Performance Group, Inc., is not responsible for hardware, software, or licenses and takes no responsibility for assisting the participant in assuring software / system operability.

All classes will start at 8:30 AM and conclude by 5:00 PM. The instructor will be available at breaks, lunch, and up until 5:30 PM to answer questions and work with students individually. Anticipated absences must be discussed with the instructor in advance so that allowances can be made to address any missed material and maintain the integrity of the course's contact hours, for the purposes of certifying this information to the Project Management Institute. If allowances cannot be made, due to length of the absence or makeup schedule conflict, the participant may complete the portion of the course that was missed by attending a subsequent course. In this case, the whole course need not be repeated, only the portion that was missed. The participant may

Privacy

Business Performance Group, Inc., will not sell or share participant information with others, without the prior written approval of the participant. Business Performance Group, Inc., shall use the same standards to protect participant information as is used to protect its own corporate information. Business Performance Group, Inc., may use participant information to contact participants about future courses or offerings. An opt-out provision will be provided on all contact information.

If you have questions about these terms and conditions of service, please do not hesitate to contact us at:

Business Performance Group, Inc.
1340 N. Great Neck Road
Suite 1272-338
Virginia Beach, VA 23454
(T) 757.463.7937 ♦ (F) 757.463.7938
kallen@bp-group.net