

Registration and Cancellation Policy

- **Cancellation and No-Show Policy**
 - Public Enrollments: Should you need to cancel or reschedule, please notify New Horizons more than (10) business days in advance of your scheduled class. If a customer cancels less than (10) business days prior to the scheduled training date, or does not show, the full invoice amount is due. New Horizons can provide an updated quote to reschedule.
 - Private Event: The cancellation policy for private events varies by event type. Most require a notice of (35) or more days to cancel. If the customer cancels in less days than described above or does not show, the full invoice amount is due.
 - Private Events Partial Cancellations or No-Shows: We realize that every student scheduled to participate in a private event may not be able to attend. In the event this occurs, you will be billed for the original amount agreed upon. There are no cost reductions for the number of students once the event is booked. For some classes, we may offer an enrollment in our public schedule based on availability. Any additional costs incurred will be quoted by New Horizons at the time of discussion.
- **Late Arrivals** to Public Enrollment Classes: Students arriving more than 15-minutes late to class may forfeit their seat to a standby student. To allow for the highest quality experience for all students, any students arriving more than 30-minutes late to class may not be admitted. Late arrivals of 30-minutes or more, that are not admitted, fall under our no-show policy.
- **Class Retakes** for Public Enrollment Classes: Many, but not all our classes offer a complimentary retake for up to 6-months after the original date of class. If the retake requires updated courseware or labs, an additional charge may apply.
- **Class Recordings:** Many, but not all our classes, are recorded. If a class is recorded, the recording is available to access in our LMS for up to 3-months from the date of class completion.

Warranty and Return Policy

1. **Scope.** These Terms apply to your purchase and use of New Horizons, LLC (“New Horizons”) training products and services (“Licensed Materials”).
2. **License & Term.** New Horizons gives you a limited, non-transferable license to use the Licensed Materials for your organization’s internal training during the period stated in your order. A “User” is anyone you’ve paid for and authorized to access the Licensed Materials.
3. **Fees & Payment.**
 - a. You must pay all fees listed in your Order for the use of Licensed Materials unless stated otherwise. Orders are billed upon delivery.

- b. Fees are non-refundable unless stated otherwise.
- c. If you fail to pay, New Horizons may suspend your access to Licensed Materials.

4. **Customer Responsibilities.**

You must not:

- a. Sell, share, or transfer the Licensed Materials without permission.
- b. Copy, alter, or use them to compete with New Horizons.
- c. Use them for illegal, harmful, or offensive purposes.
- d. Interfere with or hack New Horizons' systems or introduce viruses.

You are responsible for:

- e. Ensuring your Users employ and use the Licensed Materials in conformity with the Agreement and these terms.
- f. Protecting and keeping passwords secure.
- g. Ensuring your systems are safe and compatible with Licensed Materials.
- h. Compliance with all applicable laws.

- 5. **New Horizons' Responsibilities.** New Horizons will provide access to the Licensed Materials as stated in your ordering document.
- 6. **Ownership.** Unless otherwise stated in the ordering document, the Licensed Materials remain the property of New Horizons. You may not copy, reverse-engineer, or share them with third parties. When your license ends, you must stop using the Licensed Materials and delete all copies.
- 7. **Changes to Licensed Materials.** Without reducing overall quality, New Horizons may update, modify, or discontinue some Licensed Materials at any time without liability.
- 8. **No Warranties.** The Licensed Materials are provided "as-is." New Horizons does not guarantee the Licensed Materials will always work without error.
- 9. **Confidential Information.** Both parties must use reasonable care to protect the other's confidential information and only share it when legally required or after obtaining written permission from the other party. Confidential information includes, but is not limited to, proprietary materials, technology, customer information, product information, and other information of a proprietary nature.
- 10. **Termination.** The parties may terminate the Order for convenience upon 30 days' written notice. Either side may terminate after 7 days' written notice of a breach the Order or these terms that remains uncured. Upon termination, you must return or delete all Licensed Materials and pay all outstanding invoices and costs associated with the termination.