



Cross-Cultural Communications (CCC) Public Training Registration Policies and Procedures

Registration and payment

Public trainings offered by CCC feature a deadline for payment and registration effective two weeks prior to the start of the training. Full payment is due at that time in order to reserve a place in the training program. Space for our programs is filled on a first-come, first-paid basis.

Payment can be made by credit card (VISA, Mastercard, Discover, American Express) or by check (made out to: *Cross-Cultural Communications, LLC*). Our website currently only accepts credit card payments. Please contact us (mgallagher@cultureandlanguage.net) if you need an invoice and/or would like to pay by check.

Please send checks to:

Cross-Cultural Communications, LLC
10015 Old Columbia Road
Suite B-215
Columbia, MD 21046
USA

Confirmation of registration

Upon receipt of online payment for a training registration, within 2-3 business days an email confirmation will be sent to the customer.

Approximately two weeks before the first day of a training program, a welcome email will be sent to all training participants. This welcome email will reconfirm the training location, date(s), time(s) and include further information such as trainer bio(s), contact telephone number(s) and item(s) that participants should bring to the training.

Approximately 2-3 days before the training, a final reminder email will be sent to training participants.

Refunds and credits

A refund request for a training program fee must be submitted in writing to mgallagher@cultureandlanguage.net. Refund requests submitted before the two-week training registration deadline will be subject to a \$50 cancellation fee. Refund requests submitted in the two-week period from the day of the registration deadline up until 11:59PM of the day before the training will be subject to a cancellation fee in the amount of 50% of the training program fee. Refunds will not be given after this deadline. Rather, a credit may be issued upon request submitted within two weeks of the first day of the training program, meaning that in the event of being unable to attend a program, a participant may submit a written request to apply that training program fee to a future program. If



approved by CCC, this amount will be kept on file as a credit for up to 2 years, after which the amount will be forfeited.

Cancellations

In the event of a training program cancellation, CCC will communicate this information to training participants as quickly as possible. Training participants can either request a refund or apply the training registration fee as a credit toward a future program.

Filming and Photography Release

Training participants agree to be filmed and/or photographed by Cross-Cultural Communications, LLC.

Training participants grant to Cross-Cultural Communications, LLC and its subsidiaries, affiliates, successors, assigns and designees (collectively, "the Released Party"), approval for past use and the absolute right and permission for present use of any photographs, videos, recordings or images taken of training participants for any legitimate purpose in any manner or media, worldwide, in perpetuity, without notice to training participants and without limitation, condition, consideration, consent or compensation.

Training participants' image and/or voice may be copyrighted, used and/or published individually or in conjunction with other photography or video works, and recordings, in color or black and white, in any medium including, without limitation, print publications, public broadcast, CD-ROM format, and for any lawful purposes, including, without limitation, trade, exhibition, illustration, promotion, publicity, advertising or electronic publication in the world and/or on the Internet and worldwide web.