

TRAINING POLICY FOR ELEVATE HEALTHCARE PRODUCTS

The following terms apply to purchase of any Elevate Healthcare Training Courses (“**Training**”) and shall be in addition to Elevate Healthcare’s Healthcare Education Products General Terms and Conditions for the purchase of Elevate Healthcare Products.

1. Scheduling

1.1. Upon Acceptance of any Purchase Order which includes the purchase of Training, Elevate Healthcare’s Training Coordinator will contact Customer to schedule Training. Training will not be scheduled until Customer replies to the Training Coordinator to supply and confirm the appropriate Training dates. All sales of Training are final.

1.2 Training must be scheduled and completed within six (6) months of the date of shipment of any associate simulator, unless otherwise agreed to by the parties in writing. In the event that Training is purchased separately and apart from any Elevate Healthcare simulator, Customer must schedule and complete Training within six (6) months of the date of order, unless otherwise agreed to by the parties in writing. If Customer fails to schedule and complete such Training within this time frame, Customer shall forfeit its right to utilize the Training and shall not be entitled to a refund.

1.3. Training which shall be performed at Customer Facility (“**On-Site**”) may not be scheduled earlier than twenty-one (21) days from the date of scheduling. In the event that Customer requires training within twenty-one (21) days from the date of scheduling, Elevate Healthcare will charge Customer an additional fee of one thousand dollars (\$1000.00) as a result of increased travel costs. Elevate Healthcare will not schedule the Customer until the additional fee of one thousand dollars (\$1000.00) is paid in full.

1.4. Once Training has been scheduled, the Training Coordinator will contact the Customer with a follow-up questionnaire regarding Pre-Training Setup. Customer is required to provide answers to this questionnaire at least ten (10) days prior to the scheduled Trainings. In the event that Customer fails to provide these answers as required, Elevate Healthcare reserves the right to reschedule the Training.

2. Rescheduling

2.1. Rescheduling for Training Conducted at a Elevate Healthcare Facility (“**In-House**”) or at a Customer Facility (“**On-Site**”):

Customer may reschedule without penalty any In-House or On-Site Training by supplying Elevate Healthcare’s Training Coordinator with twenty-one (21) days advanced written notice prior to training event.. If notice is not received by Elevate Healthcare at least twenty-one (21) days prior to the scheduled Training Event, Customer shall be required to pay a rescheduling fee of one thousand dollars (\$1,000.00) in order to reschedule. Elevate Healthcare will not reschedule the Customer until the rescheduling fee of one thousand dollars (\$1000.00) is paid in

full. In the event that Customer elects not to pay the required rescheduling fee, Customer will forfeit its right to utilize the purchased Training and will not be entitled to a refund.

2.2. Rescheduling for Training Conducted Virtually (“**Virtual Training**”):

Customer may reschedule without penalty any scheduled Virtual Training by supplying Elevate Healthcare’s Training Coordinator with seven (7) days advanced written notice prior to the Training course start date. If notice is not received by Elevate Healthcare at least seven (7) days prior to the scheduled Training course start date, Customer shall be required to pay a cancellation/rescheduling fee of three hundred fifty dollars (\$350.00) in order to reschedule. Elevate Healthcare will not reschedule the Customer until the rescheduling fee of three hundred fifty dollars (\$350.00) is paid in full. In the event that Customer elects not to pay the required rescheduling fee, Customer will forfeit its right to utilize the purchased Training and will not be entitled to a refund.

2.3. Training that is properly rescheduled in accordance with this policy must be rescheduled and completed with the originally required timeframe of six (6) months.

2.4. In the event that Customer elects not to pay the required rescheduling fee, Customer will forfeit its right to utilize the purchased training and shall not be entitled to a refund.

3. Additional Conditions

3.1. All Elevate Healthcare In-House training is conducted at a Elevate Healthcare training facility. Transportation and lodging are the responsibility of the Customer.

3.2. In order for the Customer to purchase and register for a given Training course, Customer must have completed any prerequisite courses prescribed by Elevate Healthcare.

3.3. In the event that the Customer purchases Technician Training, Customer understands that Elevate Healthcare is not responsible for the competency of the trainee, and shall not be responsible for any damage to any products that result from actions of the trainee.

3.4. Elevate Healthcare does not guarantee that any person receiving Training will achieve the necessary proficiency to qualify for any license, certificates or ratings issued by any regulatory agency or government authority.

3.5 Participants are expected to be present for the duration of the Training. The number of participants allowed per In-House or On-Site Training is limited to the originally scheduled number (no more than ten students per one instructor). Virtual Training is single seat.