

## DCS Netlink Education Reservation, Cancellation & Rescheduling Policy



These policies have been put into place to ensure our customers receive the highest quality instruction. Since class size is limited, all cancellation / rescheduling deadlines will be strictly adhered to. All cancellations must be sent via fax or e-mail. No verbal cancellations are accepted.

### Reservations

A company or individual may notify DCS Netlink of their intent to attend a specific training course by fax, phone, email or written notice. Class space will only be reserved for that company or individual when full payment is received and this form is signed and returned. Class space is available on a first come, first served basis. Full payment is required before a student will be allowed to attend class.

### Cancellations

A company or individual may cancel a DCS Netlink class without penalty by giving DCS Netlink **WRITTEN NOTICE** at least 10 business days prior to the scheduled starting date of the class. If a company or individual cancels a specific course without at least 10 business days notice prior to the starting date of the class, the company or individual will be assessed a 100% cancellation fee.

### Reschedules

A company or individual may reschedule a DCS Netlink class without penalty by giving DCS Netlink **WRITTEN NOTICE** at least 10 business days prior to the scheduled starting date of the class. If a company or individual reschedules a specific course with less than 10 business days but more than 5 days notice prior to the starting date, the company or individual will be charged a "reschedule fee" of \$200 which is due and payable **before** attending a rescheduled class with a non-cancel policy towards the new course date. A company or individual can not reschedule under 5 business days from starting date of class and will be assessed the full course fee.

Reschedules will be based on seat availability 5 business days prior to the rescheduled class start date. A limit of 1 reschedules per course is permitted.

### No Shows

If a company or individual does not attend a class and does not give notice, the company or individual will be assessed a 100% "no-show" fee. A company or individual must actually attend their scheduled class in order to be eligible for DCS Netlink class audit policy.

### Class Audits

Individuals may audit any class he/she has attended for a period of one year after the end of the original class attendance or until new class revisions are issued. Audits will be granted on a space available basis and a guarantee of a reserved seat will not be assured prior to five (5) working days before the start date of the class. Auditing students will not be issued new course material and are required to bring their original course manuals, etc.

### Reimbursements

DCS Netlink reserves the right to cancel a class at any time. If that happens, we will refund the course fee(s) in full. DCS Netlink's liability is limited to course fee(s) only. DCS Netlink cannot be held liable for airfare, lodging or other related expenses, including any airline penalties incurred.

### Special Provisions for On-Site or Private Classes

A company or individual may cancel or reschedule an on-site or private DCS Netlink class without penalty by giving DCS Netlink **WRITTEN NOTICE** at least 30 days prior to the scheduled starting date of the class. All on-site or private classes require a purchase order before the class is scheduled. If a company or individual does not provide at least 30 days **WRITTEN NOTICE** of a cancellation or reschedule of a DCS Netlink on-site or private class, the class cannot be cancelled or rescheduled. Reseller must pre-advise Buyer's employees signing up for training classes of its cancellation policy.

### Special Provisions for Vendor-Sponsored/Voucher-Sponsored Classes

All vendor-sponsored classes, or classes being paid for by special vouchers, are subject to the same cancellation policy mentioned above. If a company or individual attending a vendor/voucher sponsored class does not attend class and does not give proper notice, the company or individual will be assessed a 100% "no-show" fee.

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**Late Arrivals**

We ask that you arrive 15 minutes prior to class start time because late arrivals disrupt class flow . If a student is more than 15 minutes late, he or she will not be allowed into class and the seat will be given to a client waiting on standby. Late cancellations or rescheduling fees may apply.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Your signature indicates your agreement to comply with the terms of this document.

This form may mailed or faxed (all pages) to:  
DCS Netlink  
1800 Macauley Ave.  
Rice Lake, WI 54868  
Ph: 715-236-7424  
Fax: 715-236-7423