

## Confirmation and Seat Reservation

Classroom seating is limited. Your seat is reserved for the class indicated and will be confirmed upon receipt of a guaranteed form of payment.

You are not guaranteed a seat until we have received one of the following guaranteed forms of payment:

- signed copy of your quote provided by your sales representative
- fax copy of your corporate purchase order
- credit card information
- fax copy of your corporate check prior to mailing it to us

Our instructors cannot accept payment. Upon receipt of one of the forms of payment, you will receive an e-mail confirmation. It is recommended that you do not make travel arrangements until you have received your e-mail confirmation.

**FAX number:** 813-227-4501

**E-mail:** [Training@NumaraSoftware.com](mailto:Training@NumaraSoftware.com)

**Mailing address:**

Numara Software, Inc.  
2202 N. West Shore Blvd.  
Suite 650  
Tampa, FL 33607

## Cancellation Policy

Classes are subject to cancellation at any time. If we cancel a class, all fees paid will be credited to a future class or refunded upon request.

You may change the person attending at any time (please provide us notice of the new student's name). You may cancel a registration, by written request, and receive a full refund up to sixteen (16) days prior to the start of your class. Cancellation of a registration sixteen (16) days or less prior to the start of the class will result in a cancellation fee. The cancellation fee will be 50% of the cost of the class. The client will be invoiced for these charges.

## 100% Satisfaction Guarantee Program

Any student in good financial standing with Numara® Software, Inc. may re-attend any instructor-led class on a space available basis if they completed a course that did not result in successful Administrator certification or knowledge transfer. The class must be based on the same version of the software as the original class. The Guarantee applies to all Numara Software technical courses (Numara Track-It!® and Numara FootPrints®). There will be no additional tuition cost to the student who re-attends a class. Tuition includes class lectures, but does not include course materials, hotel accommodations, meals or other travel-related costs. To schedule a make-up course, students must contact the Numara Software Training department in writing via e-mail at [Training@NumaraSoftware.com](mailto:Training@NumaraSoftware.com) within 10 business days of the final day of the original class attended. The student must re-attend the course within 6 months from the last day of the class he/she first attended.

Our guarantee is offered to provide students and their employers the confidence that Numara Software is fully committed to providing results through our training services.