

The Demme Learning Training Disruption Policy establishes a framework for managing product training and implementation, addressing potential disruptions, and ensuring training continuity.

This policy outlines procedures for communication, rescheduling, refunds, and alternative training options Demme Learning will take when dealing with unforeseen circumstances that may impact training sessions.

A disruption is an event beyond Demme Learning's or the customer's reasonable control (also known as force majeure), this may include, but is not limited to, acts of nature, governmental actions, labor strikes, travel disruptions, illness, technical issues, or other unforeseeable circumstances that impact our ability to complete the training.

Communication

- Demme Learning and the customer will maintain prompt and open communication regarding any disruptions.
- Communication channels may include email, web-based meetings, or other agreed-upon platforms.

Rescheduling

- In case of a disruption, Demme Learning and the customer will collaboratively determine rescheduled training dates and adjust the training plan as needed.
- Alternative training locations may be considered. Any changes to the training plan will be documented in writing and mutually agreed upon.

Alternative Training Options

- Demme Learning may propose alternative delivery methods for training, such as web-based sessions.
- Customers are encouraged to consider these options carefully and remain flexible when identifying alternative solutions.
- If alternative delivery methods are accepted, the training plan will be adjusted accordingly and documented.
- Demme Learning will take reasonable steps to mitigate the impact of disruptions.

- Mitigation measures may include makeup sessions, extending the training period, or providing additional resources.

Refunds

- Demme Learning retains discretion in determining full or partial refunds based on the disruption's circumstances.
- Factors considered include the percentage of training completed and the customer's preferred resolution (e.g., rescheduling, refund).
- Demme Learning will communicate the rationale behind refund decisions transparently.
- Alternative solutions, such as additional resources or extended support, may be offered.
- Refund requests must be submitted in writing with supporting documentation.
- Demme Learning will not be held responsible for any additional expenses incurred by the customer as a result of the disruption (e.g., substitute teachers).

By adhering to the guidelines and procedures outlined in this policy, Demme Learning and its customers can effectively navigate disruptions to training, ensuring a collaborative and flexible approach to maintaining training continuity. This shared understanding of responsibilities and available options allows us to minimize the impact of unforeseen circumstances on the overall training experience.