



Solace Training Engagement Terms & Conditions

Scheduling and Cancellation Policy

- Solace requires at least 4 weeks of notice to schedule delivery of a course.
- Trainer availability in each region will determine course delivery availability.
- Solace requires 15 days' notice to cancel or reschedule a course that has been booked and confirmed.
- If a cancellation or rescheduling of a booked course occurs with less than 15 days' notice, and that cancellation or rescheduling causes Solace to incur any travel related expenses including, but not limited to airline cancellation fees, hotel cancellation fees, fees to extend or change any required, and already granted Visas; those expenses will be paid by the customer. In addition, Solace shall invoice the Customer for any cancellation or rescheduling occurring with less than 15 days' notice and such invoice shall be for 20% of the total cost of the training.

Equipment and Training Facilities

- Delivery is expected to be on site at a location provided by the customer and at customer's cost.
- Customer is expected to provide access to Solace Appliances or VMR instances sufficient for each student to complete the included labs. A full list of requirements can be found in the Solace Client Readiness Checklist document.
- Customer must provide equipment needed to display training material in the event that Solace personnel are not permitted to access the relevant network and/or equipment.
- Solace will provide a read-only digital version of the course materials on request. Trainer materials are only available to the Customer for the duration of the training. These materials are copyrighted and are the intellectual property of Solace and considered Solace confidential information protected by the non-disclosure agreement between Solace and the customer.



Delivery

- Customer is required to provide a list of attendees to the Solace trainer prior to the start of the training session.
- All students are expected to attend the booked course in person. Exceptions must be agreed by Solace in advance.
- Solace training courses are priced based on the number of attendees. Adding students after booking will incur additional costs.
- Training sessions may not be recorded.
- A 45-minute lunch break is scheduled into each training day. This can be adjusted with the agreement of the Solace trainer.
- Additional time beyond 45 minutes spent on lunch will need to be made up to ensure full coverage of all topics.

Customization

- We understand that not every topic in our training courses may apply to every customer. However, covering the full breadth of provided topics ensures that students are able to most efficiently apply our solutions to any problem set.
- Solace training courses are delivered as designed. No customizations or additions to content will be created without an explicit paid engagement to create & deliver those additions.
- Customer specific use case discussions, and applying labs to specific customer questions are always possible and encouraged!