

1. **Mirantis Training Services.** Customer may purchase Training Services directly from Mirantis, online, or from authorized Mirantis partners. If purchased directly from Mirantis the parties will agree in an Order Form (which may be online) as to the curriculum, timing and duration (i.e., number of sessions) of any private Training Services course.
- 1.1. **Training Subscriptions.** “Training Subscriptions” are annual subscriptions that entitle Customer access to subscription services during a one (1) year term that include Training Subscription Benefits, Training Services Materials, and an entitlement to a certain number of Training Credits as described at <https://training.mirantis.com/training-subscription>. During the Training Subscription term, the number of Customer employees for the Training Subscription Level purchased by Customer may access and use Training Services Materials for self-study or preparation for Training Services courses. Training Subscription Fees are due and payable by Customer within thirty (30) days from the date of the applicable invoice. “Training Credits” are credits that may be redeemed by Customer for Training Services as provided at <https://training.mirantis.com/training-subscription>. Training Credits are non-refundable; non-transferable; may not be redeemed for cash or credit; must be used as whole credits; cannot be combined with any other discount, special offer, or coupon; and can only be redeemed in the same geographic region and currency as purchased. Customers restricted by law or regulation may not purchase Training Subscriptions. Any Training Credits not used within one year after purchase will be forfeit. For existing Training Subscription Customers additional Training Credits may be purchased. Redeem Training Credits by contacting your Mirantis Training Services Representative.
- 1.1.1. **Training Subscription Upgrades.** Training Subscription may be upgraded during an active term by purchasing additional Training Credits. If Customer purchases additional Training Credits during the Training Subscription term to upgrade to a higher Training Subscription level, the Training Subscription term remains the same as the term in the initial Order Form.
- 1.1.2. **Rescheduling of Training Subscription courses** Customer may reschedule Training Subscription courses by sending a request to training@mirantis.com and the following will apply:
 - No charge for a rescheduling notice received more than 10 business days prior to the start of course.
 - Reschedule notices received between 10 - 6 business days prior to the start of course are subject to a charge equal to 50% of the applicable number of credits for such course as applicable.
 - Reschedule notices received within 6 business days prior to the start of course are subject to a charge equal to 100% of the applicable number of credits for such course as applicable.Additionally, Customer will be responsible for reimbursement to Mirantis for all unrecoverable expenses (such as travel, lodging, or equipment rentals) incurred by Mirantis for the specific training course by the time of rescheduling.
- 1.2. **Stand Alone Private Training courses.** “Stand Alone Private Training Courses” are individual courses purchased by Customer without the use of Mirantis Training Credits and not available under the Training Subscriptions offering.
- 1.2.1. **Rescheduling and Cancellation.** Customer may reschedule or cancel Stand-Alone Private Training Courses by sending a request to training@mirantis.com and the following will apply:
 - No charge for a rescheduling and/or cancellation request received more than 10 business days prior to the start of course.
 - Rescheduling and/or cancellation requests received between 10 - 6 business days prior to the start of course are subject to a charge equal to 50% of the original invoice.
 - Rescheduling and/or cancellation requests received within 6 business days prior to the start of course are subject to a charge equal to 100% of the original invoice of the original invoice.
2. **Training Services Materials.** Training Services materials, products, methodologies, processes, and software provided or developed during the course of providing Training Services (“Training Services Materials”) are the sole property of Mirantis unless otherwise noted. Training Services Materials are considered confidential or proprietary information provided solely for the students of the Training Services and may not be copied or transferred without Mirantis’ prior written consent.
3. **On-site Training Requirements.** Customer is responsible for providing the location, suitable facilities, and systems for virtual training, and Private BootCamps and similar on-site Training Services. Facilities and systems requirements and guidelines for on-site Training Services can be found at <https://training.mirantis.com/training-faq>.

4. **Course Policies.** Mirantis Training Services policies can be found at <https://training.mirantis.com/training-faq>. Except as provided in the Training Services policies, Customer must use any pre-purchased Training Services within one (1) year from the date of purchase or any unused Training Services will expire.
5. **Certifications.** Mirantis Training Services include the opportunity to take Mirantis certification exam(s) to earn Mirantis certification(s) that reflects a student's demonstrated OpenStack knowledge and proficiency. Mirantis reserves the right to modify Training Services, exams, and/or certification criteria for exams. Certification and exam policies and guidelines can be found at <https://training.mirantis.com/certification> and <https://training.mirantis.com/training-faq>.