



## **KIS Terms & Conditions**

Seats in classes are limited, and there may be a waiting list. In the unlikely event that a class is cancelled or rescheduled, KIS is not responsible for any lost monies due to changed or cancelled travel arrangements including, non-refundable, non-exchangeable airline tickets, guaranteed room reservations, etc. KIS reserves the right to cancel the Event at any time with its sole obligation to refund all paid registration fees. We encourage you to book airline tickets and hotel reservations accordingly.

### **Training Payment Policy**

**KIS** gladly accepts **VISA, MasterCard, Discover, Company check and Novell Training Vouchers** for Approved classes. Our payment policy is as follows:

- All fees are in U.S. dollars
- All payments must be made prior to the scheduled class
- Novell Training Vouchers are accepted. Please check all expiration dates before redeeming your vouchers ( [Click here to Novell Voucher Redemption Directions](#))

### **Credit Card Policy**

Please call us at 510.933.1900 or send us an email at [Sonia@kiscc.com](mailto:Sonia@kiscc.com). We accept Visa, MasterCard, Discover and Company Check. We will fax you an authorization form to be completed and signed.

### **Mail payment to:**

KIS Computer Center  
Attn: KIS University  
4027 Clipper Court  
Fremont, CA 94538

### **Training Confirmation Policy**

Registration will not be confirmed until full payment has been received. If you do not receive confirmation within 7 business days after your completed form and payment are submitted, please call (510) 933-1900.

### **Training Cancellation Policy**

If you wish to cancel your training class you must submit your request in writing to:

KIS Computer Center  
4027 Clipper Court  
Fremont, CA 94538

**Fax Number:** to **KIS** at (510) 933-1915.

Confirmed registrants may cancel their attendance at a specific course up to 15 working days in advance of the scheduled course date without penalty. Cancellations made within 5 working days before the scheduled course start date will be liable for 50% of the course fee.

**KIS** reserves the right to cancel courses at any time, without responsibility for any cost or subsequent damage to the registrants, or their agents. Whenever possible **KIS** will give two weeks notice for course cancellations. In the case of courses cancelled by **KIS**, prepaid course fee is refundable in full.