



Product Training Cancellation and Revocation Policy

Cancellation Policy

CaptiveAire understands that unforeseen circumstances may arise that necessitate the cancellation of upcoming training sessions.

The policy details are outlined below:

1. Cancellation by Attendee(s):
 - a. Attendees may cancel their registration for a training session at any time due to illness, weather-related events, or other unforeseen reasons.
 - b. To cancel, attendees must notify CaptiveAire Product Training via email as soon as possible.
 - c. If attendees do not show up for the CaptiveAire Product Training and no prior notification was received, their spot on the waitlist will be forfeited.
2. Cancellation by CaptiveAire:
 - a. CaptiveAire reserves the right to cancel a training session at any time due to illness, weather-related events, or other unforeseen reasons.
 - b. In the event of such a cancellation, attendees will be notified via email or phone as soon as possible.
3. Liability:
 - a. CaptiveAire shall not be held liable for any expenses incurred by attendees related to the cancellation of a training session, including but not limited to travel expenses, accommodation costs, or any other indirect or consequential losses.
 - b. Attendees are encouraged to make any necessary travel or accommodation arrangements with flexible cancellation policies to mitigate potential losses.
4. Rescheduling:
 - a. In the event of cancellation by CaptiveAire, every effort will be made to reschedule the training session at a mutually convenient time.
 - b. Attendees will be given the option to transfer their registration to the rescheduled session or decline and register at a later date.
5. Contact Information:
 - a. For cancellation notifications or inquiries, please contact our Product Training Team at producttraining@captiveaire.com.

By registering for a training session with CaptiveAire, attendees acknowledge that they have read, understood, and agreed to abide by the terms of this cancellation policy.

This cancellation policy is subject to change at the discretion of CaptiveAire without prior notice.



Revocation Policy

This policy applies to all technicians trained & certified by CaptiveAire and is to establish guidelines and procedures for revoking the certification of a factory technician where negligence or misconduct occurs.

The policy details are outlined below:

1. Instances for Revocation
 - a. Certification may be revoked if a technician engages in any of the following:
 1. Violation of company policies and procedures.
 2. Failure to follow regulatory requirements or industry standards.
 3. Demonstrated negligence in the performance of duties which sacrifices safety, security, or quality of service.
 4. Sharing proprietary or confidential information with competitors.
 5. Unauthorized access or misuse of company resources.
 6. Any actions that damage the reputation or interests of the company.
 7. Any non-conformance of conduct to CaptiveAire standards and ethics.
2. Process
 - a. The technician will be notified of the allegations made against them.
 - b. CaptiveAire will investigate the validity of allegations.
 - c. The technician will be given an opportunity to respond with any supporting documentation or notes detailing the occurrence.
 - d. CaptiveAire will make a final decision determining the validity of the claim and justifying the revocation of the factory certification.
 - e. All associated technician benefits will be removed (listing in database, access to training/ support resources).
3. Re-certification
 - a. A technician may qualify for recertification upon completion of remedial training or may have to undergo a period of probation depending on severity of the act for grounds of revocation.

By registering for a training session with CaptiveAire, attendees acknowledge that they have read, understood, and agreed to abide by the terms of this revocation policy.

This policy is reviewed periodically to ensure effectiveness and may be modified by CaptiveAire at any time to reflect changes in regulations, industry standards, or requirements.