



## Ultrasound Clinical Services

Cancellation, Rescheduling, and Travel Policy

Please take a moment to review the following Philips cancellation, rescheduling, and travel policy to help ensure you receive the most from your education experience.

As a Healthcare company, we are highly regulated and must adhere to NEMA code guidelines, Sunshine Act, Medicare Fraud and Abuse guidelines and subscribe to the AdvaMed Code of Ethics on interactions with healthcare professionals. Our internal policies have been structured around these regulations and guidelines and prohibit us from making payments directly to customers.

Philips Healthcare reserves the right to cancel classes and/or programs for which there is insufficient enrollment, to close a class when the enrollment limit in that class is reached and to make any schedule changes as necessary, including a change in time, days, or instructor. In the event of cancellation, we will notify each registrant by email and will offer to reschedule the registrant. Philips Healthcare is not responsible for any other related expenses.

The travel policy is applicable to customers that have travel tuition entitlements included with their Ultrasound system purchase. The travel package that comes with your travel tuition entitlement includes airfare, hotel, meals, transportation to and from the airport and transportation to and from class. Philips handles payments directly with these 3rd party vendors.

\*Travel packages with standard education entitlements are applicable to Philips Training Centers.

## In-Person Courses: Cancellation, Rescheduling, and Travel Policy

### **Rescheduling Policy: In-Person Full Day Courses**

Rescheduling and cancellation is permitted once per tuition. Course must be cancelled within the cancellation period in the cancellation policy and rescheduled for a date within the original expiration term.

### **Cancellation Policy: In-Person Full Day Courses at locations within the Continental United States**

- Customer cancellation of course registration, **21** calendar days or less from the date of the course will forfeit tuition and incur the full cost of registration.
- Customer cancellation of course registration with travel reservations within **21** calendar days from the date of course, can be rescheduled, however customer will be responsible for any change fees incurred as a result of changing travel plans
- Rescheduling is permitted once per tuition and must be done **21** calendar days prior to course date

### **Cancellation Policy: In-Person Courses at locations outside of the Continental United States**

- Customer cancellation of course registration, **45** calendar days or less from the date of the course will forfeit tuition
- Customer cancellation of course registration with travel reservations prior to **45** calendar days from date of course, can be rescheduled, however customer will be responsible for any change fees incurred as a result of changing travel plans
- Rescheduling is permitted once per tuition and must be done **45** calendar days prior to course date

### **Late Attendee Policy: In-Person Courses**

If you are more than 30 minutes late for an in-person course, you will be entered into the classroom but will not receive CEU credits due to CEU accreditation guidelines. No rescheduling will be allowed due to being late for a scheduled session.

### **Travel Policy: In-Person Full Day Courses**

- ALL TRAVEL MUST BE BOOKED THROUGH PHILIPS TRAVEL AGENT IN ORDER TO BE COVERED
- Air travel will be booked at the lowest acceptable flight surrounding course dates
- Hotel accommodations for attendee only
- Transportation service for airport pick up and return is for the attendee only. Daily transportation to and from the training facility is provided. Return transportation will not be provided if leaving early from class or if there is a deviation in arrival/departure dates
- Meals are provided for the attendee only. Breakfast is provided free of charge at the hotel. Lunch is provided daily at the training facility. A \$40 meal voucher for dinner at the hotel will be provided daily for each student

### **Travel Exclusions (Items Not Covered)**

- Travel arrangements that are not booked through the Philips travel agency
- Any expenses incurred during your travel day to or from training. This includes but is not limited to mileage and/or gas reimbursement
- Rental cars, rental car parking, rental car mileage and/or gas reimbursement.
- Any additional hotel nights beyond what is necessary for the course
- Any additional airfare expenses due to date changes, specific airline carrier requests or connection requests even if the total cost is lower than the maximum allowance
- Charges incurred for changes made to previously confirmed reservations
- Parking or originating airport transportation
- Meals other than described in entitlements
- Incidentals on hotel bills. You will be required to provide a credit card for any incidental hotel charges during your stay
- Mini bar or bar charges
- Any other incidental charges not listed in entitlements
- Baggage check fees

## Virtual Courses: Cancellation and Rescheduling Policy

### **Rescheduling Policy: Virtual Courses**

Rescheduling and cancellation is permitted once per tuition. Course must be cancelled within the cancellation period in the cancellation policy and rescheduled for a date within the original expiration term.

### **Cancellation Policy: Virtual Courses**

Customer cancellation of course registration for all virtual courses 3 business days or less from the date of the course will forfeit tuition and incur the full cost of registration.

### **Cancellation Policy: Virtual Philips Leadership Excellence (PLE) Courses**

Customer cancellation of course registration for all Philips Leadership Excellence virtual courses 21 calendar days or less from the date of the course will forfeit tuition and incur the full cost of registration.

### **Technical Requirements:**

- It is the responsibility of the attendee to confirm system requirements and test their computers prior to the start of the virtual session.
- Recommended bandwidth: 3.0Mbps up/down

### **Late Attendee Policy: Virtual Full Day Courses**

If you are more than 30 minutes late for a virtual full day course, you will be entered into the classroom but will not receive CEU credits due to CEU accreditation guidelines. No rescheduling will be allowed due to being late for a scheduled session.

### **Late Attendee Policy: Virtual 1-2 hour Lectures Courses**

If you are more than 10 minutes late for a virtual session, you will be entered into the virtual classroom but will not receive CEU credits due to CEU accreditation guidelines. No rescheduling will be allowed due to being late for a scheduled session.

### **Time Zone Differences**

Please pay attention to the time zone differences. You must adjust your schedule to accommodate time differences.

## Custom Courses (In-Person or Virtual): Cancellation and Rescheduling Policy

### **Rescheduling Policy: Custom Courses**

Rescheduling and cancellation is permitted once per tuition. Course must be cancelled within the cancellation period in the cancellation policy and rescheduled for a date within the original expiration term.

### **Cancellation Policy: In-Person or Virtual Courses**

Customer cancellation of course registration for all custom courses 21 calendar days or less from the date of the course will forfeit tuition and incur the full cost of registration.

### **Technical Requirements – Custom virtual course:**

- It is the responsibility of the attendee to confirm system requirements and test their computers prior to the start of the virtual session.
- Recommended bandwidth: 3.0Mbps up/down

### **Late Attendee Policy: Full Day Custom Courses (>4hours)**

If you are more than 30 minutes late for a full day course, you will be entered into the classroom but will not receive CEU credits due to CEU accreditation guidelines. No rescheduling will be allowed due to being late for a scheduled session.

### **Late Attendee Policy: Partial Day Custom Courses (<4 hours)**

If you are more than 10 minutes late for a partial day course, you will be entered into the classroom but will not receive CEU credits due to CEU accreditation guidelines. No rescheduling will be allowed due to being late for a scheduled session.

### **Time Zone Differences**

Please pay attention to the time zone differences. You must adjust your schedule to accommodate time differences.

For more information

Contact Philips Ultrasound Clinical Education at 800.522.7022 and visit our education catalog at [www.learningconnection.philips.com/ultrasound](http://www.learningconnection.philips.com/ultrasound)