

HILL-ROM INTERNATIONAL

TRAINING GUIDELINES

- It is the goal of the training program to provide you with a valuable learning experience enabling you to gain product knowledge and enhance your skills to assist you when you return to your respective countries. In order to do this, we need your full cooperation and participation in our training program.
- ***Cancellation Policy***
 - There are a limited number of spaces available for each class, so it is important that we are notified at least four weeks prior to the scheduled class time if you are unable to attend. With advance notification, we can offer this opportunity to our distributors on the standby list. We are also required to have a minimum number of 5 attendees per class to avoid cancellation. As you can guess, there is significant time, expense, and resources that go into making this program a success. For this reason, any reservation cancelled within the four weeks of the scheduled class or anyone who does not attend the class they are scheduled for, will be invoiced a **\$3000** cancellation fee.
- ***Class Agenda***
 - The training department schedules other classes throughout the week and our resources are planned according to product and room availability. Each class is structured so that ample time is spent on each product. For these reasons, we cannot make changes to the training agenda for those who plan to leave prior to the end of the training program.
 - We ask that no outside work be done during the scheduled class time.
- ***Reservations***
 - We will not accept any reservations by phone. The enclosed reservation form must be used and can be faxed or sent by e-mail to Batesville.
 - All fields on the reservation form must be completed. This is valuable information when communicating with the attendees.
 - We highly recommend using Corporate Travel Services when making your travel arrangements. They are made available to meet all of your travel requirements and will ensure that you have transportation to and from the airport. Please use the enclosed form and refer to the date and the training class you will be attending.
 - If you choose to make your own travel arrangements, please have your arrival and departure information faxed or e-mailed to the number or name listed on the sign-up sheet (4) weeks prior to the scheduled class. This is to ensure arrangements are made for your hotel accommodations and ground transportation.