

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.

2. General Terms. Mirantis will provide Training Services to Customer for the number of days identified per course in the course descriptions below. Customer must use any pre-purchased Training Services within 1 year from the date of purchase or any unused Training Services will expire.

3. Training Subscriptions. “Training Subscriptions” are annual subscriptions that entitle Customer access to subscription services during a 1 year term that include an entitlement to a certain number of Training Credits and Training Subscription Benefits, as described at <https://training.mirantis.com/training-subscription>. Training Subscription Fees are due and payable by Customer within 30 days from the date of the applicable invoice.

3.1. Training Credits. “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.

3.2. 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 maintain the same Training Subscription level, the Training Subscription term remains the same as the term in the initial Order Form. If Customer purchases additional Training Credits during the Training Subscription term to upgrade to a higher Training Subscription level, the new Training Subscription term will restart from the date of the additional purchase.

4. Stand Alone Private Training courses. “Stand Alone Private Training Courses” are individual private courses purchased by Customer without the use of Mirantis Training Credits and not available under the Training Subscriptions offering.

5. Training Delivery Requirements.

5.1. Delivery Dates and Location. Delivery dates for the training session(s) and the location for the services will be determined by mutual agreement of the parties. All private courses must be scheduled and confirmed a minimum of two weeks prior to delivery as agreed by Mirantis.

5.2. Capacity. To maintain high quality of training outcome, Mirantis limits the maximum number of students to 20 per course (15 for the MCP courses). If Customer requires more than 20 students (15 for MCP courses), additional sessions or student seats will need to be purchased.

5.3. Classroom Requirements. Customer is responsible for providing the location, suitable facilities, and systems for virtual and/or on-site Training Services. Mirantis is not responsible for provision of lunch and beverages for the students. Facilities and systems requirements and guidelines for on-site Training Services can be found at <https://training.mirantis.com/classroom-requirements>.

5.4. Course Updates. There are some cases where the course is improved and revised between the time when training is scheduled and when training is delivered. This may result in some changes to topics. Mirantis will deliver the latest version of the course available at the time of delivery.

6. Rescheduling and Cancellation. Customer may reschedule or cancel Private Training Courses as per the reschedule and cancellation policy: <https://training.mirantis.com/cancellation-reschedule/>.

7. 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.

8. Course Details. Complete course description, prerequisites, and outlines can be found in the Mirantis training catalog: <https://training.mirantis.com/courses>.

9. Custom Private Training. Custom Private Training is based on pre-existing Mirantis Training Courses, selected and agreed upon by Mirantis and Customer. Custom Private Training does not include development of custom training materials or other content specific to Customer’s environment.

10. Certifications. Mirantis Training Services include the opportunity to take Mirantis certification exam(s) to earn Mirantis certification(s) that reflects a student’s demonstrated cloud technology 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/cancellation-reschedule/>.