



PROCESS, TERMS, AND CONDITIONS

Request Process

1. Complete and submit Online Information Request Form.
2. Upon receipt of Online Information Request Form, a Victor 12 representative will connect via email and initiate a calendar invitation to discuss needs, questions, and/or training coordination and planning.

Training Delivery

1. 10 business days prior to delivery, Victor 12 provides POC with Adobe Connect course line for distribution.
2. 2 business days prior to delivery, POC provides course roster to Victor 12.
3. Upon completion of live delivery event(s), Victor 12 provides final course roster/attendance to POC.
4. Upon completion of live delivery event(s), Victor 12 Accounting submits invoice to designated course offering POC. Payment via ACH, Purchase Card, or check must be received within 30 days of live delivery. Contact accounting@victor12.com with any questions or concerns regarding invoicing or payment.

Terms and Conditions

1. Training requests can be scheduled up to 3 months in advance and no less than 10 business days prior.
2. Cancellations must be received with no less than 10 business days' notice.
3. Cancellations that occur within 10 business days will incur a 20% fee.
4. Offering costs include: Instructor/Course Host/Delivery (VILT and Telephony IT) support Victor 12 Process, Terms and Conditions v1.0 August 2020
5. Government POC publishes/distributes/coordinates all course communication (instructions for registration, course prerequisites, links etc.), outreach, and confirmation notifications.
6. Course assessments and/or evaluations (e.g., Level 1, Level 2) are not included/required.
7. Recommended maximum capacity for VILT sessions is 20 participants. There is no minimum.
8. Credit Card purchases incur a 3% fee for each transaction. This fee is in addition to the Total Delivered Cost.
9. Closed Captioning services are available upon request (additional fee per hour) and require 48 hours, advance notice.
10. Government Commercial Credit Cards are accepted in accordance with government Commercial Credit Card Program guidelines.
11. Online Information Request Forms are required for all course offering purchases, regardless of payment format.
12. Courses or consulting activities should be scheduled at least 4 weeks prior to the desired delivery date in order to ensure scheduling flexibility and sufficient logistical and participant preparation time.
13. Any deviations to these Terms and Conditions will be analyzed for impact on schedule, scope, and cost, and adjustments will be made accordingly.