

Terms and Conditions

Course and Training Offerings

It is understood that in exchange for the enrollment fee, the student will be provided with course material presented by an instructor either in person or on line. ICES-ATO is a provider of consulting and training services, using only IAITAM provided course material and is not responsible for the content therein. IAITAM administers and controls the certification of students in the various disciplines.

Payment for Courses & Conferences

Pre-registration and pre-payment are required for all Classroom, Live Online, and Webinar programs. We cannot confirm your place until we receive full payment. Fees are charged in the currency specified.

Refunds, Substitutions and Cancellations

Cancellations and rescheduling must be coordinated in writing with the IES-ATO Registrar (Sheryl.ligon@ices-inc.net) at least two (2) weeks prior to the class. The student may a) transfer to a future session of the same course, b) send someone to take their place, or c) cancel without penalty at any time up to two weeks prior to the class. If the student provides ICES less than two weeks notice, and/or fails to attend, the student is liable for the entire program fee and no refunds or transfers will be given.

All requests for transfers to a future date must be made in writing and sent to the Registrar. Only one transfer is permitted and only currently offered ICES seminars qualify. If a credit card was used to register and you request to be moved to another class, an administration fee of 10% of the total purchase will be charged.

Should a program be cancelled, postponed or experience a program date change because of illness, weather, acts of God, labor disputes or any other reason whatsoever, all attendees will be notified as early as possible, and our liability will be solely limited to the return of the registration fee.

Restrictions

ICES-ATO reserves the right to cancel or reschedule courses or events. ICES-ATO reserves the right to restrict attendance and participation at courses or events.

Attendees are responsible for all expenses incurred.

Course Materials

Use of the material is granted under single user license and cannot be copied, reproduced or transmitted. These materials are granted for internal, non-commercial use only. The student is required to use the original materials provided to them from their original class. Any replacement materials, including any updated versions, will be provided at an additional fee to the student. Students in on-site classes will be provided with a course manual and a presentation guide displaying all slides and room for notes on the first day of class. Students in on-line course will have course materials mailed to the address provided in the registration.

Privacy

ICES-ATO retains personally identifiable information (PII) and other related student information in accordance with the Privacy Act of 1974. Sensitive information like students' details, exam results, etc. are treated as strictly confidential and are not made available, sold, or released outside of the ATO. The files will be stored for two years in a password protected storage environment.

Attendees agree to the above terms and conditions by registering for a program.