

# Terms and Conditions for Live Events

## 1. LIVE TRAINING REGISTRATION

Registration is on a first come, first serve basis. All attendees are required to register in advance of the event. Once the event is closed, a call-in waitlist can be requested by contacting [events@khmtravel.com](mailto:events@khmtravel.com).

## 2. PAYMENT POLICY

Payment is required at the time of registration. Boot Camp fee is \$299.00 and Destination Success is \$199. All discounts or use of KHM Cash must be confirmed at time of registration.

## 3. REGISTRATION CONFIRMATION

Attendees will receive a registration confirmation letter by email when a registration is made and when the payment is received in full. The confirmation letter will include all pertinent information relative to the event, including dates, times, and location.

If you need to make specific long-distance travel arrangements, please do not book travel until you have received your confirmation.

## 4. REGISTRATION CANCELLATION BY ATTENDEE

Refunds will be made for cancellations greater than 14 business days in advance of the live training start date, minus a \$25.00 cancellation fee. Agents can choose to have the funds be applied to their KHM Travel Group account or can choose to have a refund made back to the original form of payment for monies due.

Agents can choose to reschedule their Boot Camp or Destination Success to a future date. Agent will be responsible for any additional fees incurred if there is a price change in the programs for their new date.

For cancellations within 14 business days' prior the live training, no refunds will be made on payments received.

## 5. CANCELLATION BY KHM TRAVEL GROUP

KHM Travel Group reserves the right to modify live event schedules, modify training content and cancel events when necessary. In the event of a cancellation of a regional training event, those registered will be notified within 24 hours of the event's cancellation. If an event is cancelled, a full refund will be given to the card on file.

KHM Travel Group is not responsible for any associated travel arrangements made in conjunction with the event.

## 6. NO SHOW

If an attendee fails to attend the event without notice, they are considered to be a "No Show". No refunds or rescheduling of a new date will be allowed.

## 7. SCHEDULE

A detailed itinerary of the training topics and agenda will be sent one week prior to the event.

Live event start times are at 8:00 A.M. daily and conclude at 5:00 PM, unless otherwise noted. There is a 60-minute lunch break each day, and a 15-minute morning and afternoon break.

## 8. ATTIRE

Business casual attire is appropriate for live training events. If you have logo attire, we encourage you to wear it. Event room temperatures can vary, and it is recommended to carry a light sweater or jacket.

## 9. PROFESSIONAL CONDUCT

Attendees agree to participate in all scheduled functions and conduct themselves in a manner that is befitting of a professional travel agent. We encourage agents to network with each other, as well as our preferred travel partners and corporate representatives.

## 10. TRAVEL ARRANGEMENTS

Attendees are responsible for their own travel arrangements to Cleveland, Ohio. A hotel room block has been negotiated for each event. Host hotel reservations need to be made 30 days prior to the event, unless otherwise noted in the event details. If the hotel has rooms available, they may still be able to obtain a reservation, but the contracted rate may not apply.

All reservations made under the room block are non-commissionable.

We highly encourage you to invest in travel insurance if you are traveling long distances.