

Training Consultancy Terms and Conditions

1. Scope of Work and Changes

- **Agreed Tasks:** The scope of work will specify the number of available days and the agreed-upon deliverables.
- **Changes:** Any changes to the scope of work must be mutually agreed upon by both parties via a change request.
- **Additional Days:** Changes may incur additional consultancy/training days.
- **Minor Changes:** Minor changes within the original scope do not require formal agreement.

2. Assumptions

- **Key Contacts:** A designated key contact will have the authority to make project decisions.
- **Access:** Cloud9 Business Services will be provided a login(s) on organisations Microsoft 365 tenant with access to relevant apps for the duration of the project. MFA will be enabled on the account(s).
- **External Costs:** Any external costs (including IT services) are not the responsibility of Cloud9 Business Services. The management of 3rd party relationships and deliverables are the responsibility of the client.
- **Recording:** Recording of training sessions is permitted.

3. Intellectual Property Rights

- **Training Materials:** The training materials provided are for internal use only.
- **Ownership:** These materials remain the intellectual property of Cloud9 Business Services.
- **Edits and Updates:** Unauthorised editing or replication for similar products is prohibited without prior written consent from director level at Cloud9 Business Services.

4. Payment Schedule

- **Billing Frequency:** Professional services will be charged monthly in arrears unless otherwise agreed.
- **Payment Due Date:** Payment is due 30 days from receipt of invoice.

5. Workshop and Training Schedule

- Optimised Timetables: Our timetables are carefully scheduled to optimise productivity.
- Half Days for Remote Sessions: Half days are available for remote sessions using our standard timetable.
- Non standard schedules: A morning session is held between 9am and 12.30pm. An afternoon session is held between 1.30pm and 5pm. Where scheduled sessions span morning and afternoon, a full day will be charged.

Discovery Workshop Timetable

- Set up / Prep: 9:00-9:30
- Session 1: 9:30-10:30
- Update Notes / Revise Future Sessions: 10:30-11:00
- Session 2: 11:00-12:00
- Lunch: 12:30-1:30
- Session 3: 1:30-2:30
- Update Notes / Revise Future Sessions: 2:30-3:00
- Session 4: 3:00-4:00
- Update Notes / Summarise / Follow-Up Tasks: 4:00-5:00

Training Session Timetable

- Set up / Prep: 9:00-9:30
- Session 1: 9:30-10:45
- Session 2: 11:00-12:15
- Lunch / Prep: 12:15-1:30
- Session 3: 1:30-2:45
- Session 4: 3:00-4:15

6. Sign Off

Company Name:

Full Name (Authorised Contact):

Signature:

Date:

Cloud9 Business Services

Full Name (Authorised Contact):

Signature:

Date: