

# Amadeus Training Courses

## Terms and Conditions

### 1. Training Course Fees and Payment

Participants will be charged for each Amadeus training course offered by Amadeus (the “**Training Course**”) as detailed in the applicable contract. Each participant is responsible for his/her costs regarding travel, travel expenses, lodging, meals, refreshments or any other expenses related to the travel, accommodation, booking, enrolment in or attendance at a Training Course.

### 2. Training Course Enrolment and Confirmation Policy

#### a) Enrolment

Participants are expected to enrol in a Training Course via the Amadeus Learning Centre. Alternatively, participants can enrol in a Training Course by sending an email to [learning@amadeus.com](mailto:learning@amadeus.com), and providing the title and date of the Training Course, and the participant contact details (including first and last names, company name and e-mail address).

Where Amadeus determines that there is availability within a Training Course and the participant has acknowledged his/her acceptance of these Amadeus Training Courses – Terms and Conditions (via the Amadeus Learning Centre or by e-mail addressed to [learning@amadeus.com](mailto:learning@amadeus.com)), Amadeus will send the participant an email with details of the Training Course reservation including time, date, location and duration.

#### b) Waiting list

Where a Training Course is fully booked, participants wishing to enrol on that course will be placed on a waiting list. Where a slot becomes available (due to cancellation, etc) prior to the scheduled Training Course start date, available slots will be released on a “first come, first serve” basis. Eligible participants will be notified by e-mail that a slot has become available, and will be provided with twenty-four (24) hours to respond to Amadeus at [learning@amadeus.com](mailto:learning@amadeus.com) in order to secure the available slot.

#### c) Course prerequisites

Participants are responsible for ensuring that they meet the applicable Training Course prerequisites, which are detailed within the relevant Training Course description. Failure to do so could result in the participant being unable to maintain the pace of the course. Where, in Amadeus’ sole discretion, it is decided that a participant does not meet the applicable Training Course prerequisite(s), Amadeus reserves the right to ask any such participant to leave the Training Course.

#### d) Substitutes

Participants may be substituted at any time before the course starts by sending an email to [learning@amadeus.com](mailto:learning@amadeus.com) with the updated participant contact details including first and last names, company name and e-mail address), and provided the substituted participant has accepted the Terms and Conditions.

### 3. Cancellation & Non-Attendance Policy

#### a) Cancellation by Participant

##### i. Notification

Bookings may only be cancelled by a participant in writing, by email to [learning@amadeus.com](mailto:learning@amadeus.com) or through Amadeus Learning Centre, and will be subject to the Applicable Fees for cancellations defined below. Notification of participant cancellations not provided in the form prescribed herein will not constitute valid notice of cancellation.

##### ii. Applicable Fees

###### Scheduled courses:

- No fee will be charged for cancellations made 14 days or more before the course start date.
- 50% of full price will be charged for cancellations made between 14 days to 7 days before the course start date.
- 100% of full price will be charged for cancellations made less than 7 days before the course start date.
- A No-show is considered as a cancellation and will be charged at 100% of the fee payable.

###### Onsite courses:

If the training is cancelled by the Airline, then the Airline will also be charged for unused flight tickets and accommodation cancellation fee, if applicable.

#### b) Cancellation by Amadeus

Amadeus reserves the right to change Training Course date, time, location or content, or cancel a Training Course, without prior notice to the participants. Where Amadeus cancels a Training Course, Amadeus will provide prior notice where possible, and make reasonable efforts to minimize the impact and inconvenience for participants.

### c) Non-attendance

Failure of the participant to complete all or part of a Training Course will not entitle the participant or the participant's company to receive a discount, credit or refund of any kind.

## 4. Misuse or Misbehaviour

Amadeus reserves the right to exclude participants from a Training Course and to ask them to leave the Amadeus premises (without refund of fees) if they do not adhere to all of the requirements defined herein.

## 5. Confidentiality

The participant acknowledges that any information and documentation provided by Amadeus in relation to the Training Course is and shall remain the sole and exclusive property of Amadeus, and its respective affiliates, subsidiaries, members, vendors and/or suppliers (the "**Confidential Information**"), including all applicable rights to patents, copyrights, trademarks and trade secrets inherent therein and pertinent thereto.

The participant must:

1. hold and maintain the Confidential Information in strict confidence using the same degree of care (but not less than reasonable care) that it uses with respect to comparable, highly confidential information relating to its own business;
2. not release, use, sell, transcribe, transfer, publish, disclose, copy (whether by machine or by hand), display, reproduce, reverse engineer, decompile or disassemble, or otherwise deal with the Confidential Information in any manner whatsoever;
3. not use the Confidential Information with the aim to, in any manner, damage the present or future interests of Amadeus, its image or reputation nor its shareholders or to take commercial advantage neither to improve its competitive position in the market; and
4. not make the Confidential Information or any portion thereof, in any form or manner whatsoever, available to any other third party without the prior written consent of Amadeus, other than to those employees or professional advisors of participant's company on a strict "need to know" basis for the consideration of the contents therein and provided that such recipients are bound by a similar non-disclosure and confidentiality duty.

The participant acknowledges that some or all of the Confidential Information is or may be price-sensitive information and that the use of such information may be regulated or prohibited by applicable legislation relating to insider dealing participant undertakes not to use any Confidential Information for any unlawful purpose. The participant is expressly advised that the parent company of Amadeus is listed on the Spanish stock exchange and that all or part of the Confidential Information constitutes or may constitute insider information, according to the terms of article 81 of the Spanish Securities Market Act (*Ley 24/1998, de 28 de julio, del Mercado de Valores*) (the "**Securities Market Act**"), which is relevant to a number of companies, including Amadeus and any member of the Amadeus group. As such, the participant shall refrain from conducting, directly by participant or indirectly, by any person acting on behalf of the participant, any of the transactions described in article 81 of the Spanish Securities Market Act and the participant undertakes to comply with the provisions of the Securities Market Act and any law provisions related thereto, as regards the disclosure of inside information.

## 6. Participant Behaviour and Use of Amadeus Facilities

### a) Participant Behaviour

Participants are required to:

- Arrive at least fifteen (15) minutes prior to the designated Training Course start time. Admittance thereafter is at the sole discretion of the Training Course provider;
- Act and dress in an appropriate manner, and show consideration and respect for others; ☐ Refrain from bringing food and drink into the training rooms; and ☐ Smoke only in designated smoking areas.

### b) Use of Amadeus Facilities

Participants shall:

- Use correctly any user name and password issued to them to facilitate and enable a classroom, virtual or eLearning training course;
- Not allow improper access to Amadeus premises, property, equipment or solutions;
- Not display or transmit any illegal or offensive material or information in Amadeus premises or on Amadeus property or equipment;
- Not download or install any software on Amadeus computing equipment unless requested to do so by the Amadeus trainer;
- Not transmit any files, data or other material via Amadeus property, equipment, services or solutions that actually or potentially infringe the Intellectual Property Rights of any person;
- Not interfere, disrupt or attempt to gain unauthorized access to any computer system, server, network or account for which it does not have authorization to access or at a level exceeding its authorization via Amadeus property, equipment, services or solutions;
- Not mislead any person as to the identity, source or origin of any communication related to Amadeus property, equipment, services or solutions;

- Not disseminate or transmit any virus, trojan horse or other malicious, harmful or disabling data, work, code or program to or via Amadeus property, equipment, services or solutions.

## **7. Contact Us**

Any questions regarding course charges, enrolment, confirmation and cancellations should be directed to [learning@amadeus.com](mailto:learning@amadeus.com).