



Webinar/Seminar Cancellation Policy & Terms of Service

Thank you for your interest in attending a MiraVista seminar or webinar! We appreciate your business.

Webinar Cancellation Policy:

In the event that you purchase attendance to a webinar and are unable to attend on the day of the event, you may opt to change your purchase to a digital recording at no additional charge (if available). To request a digital recording w/ handouts, please send an e-mail to: michelle@miravistallc.com.

All other webinar cancellations must be received 5 business days prior to the event to receive a full refund, less a \$20 cancellation fee. Cancellations made less than 5 business days prior to the webinar date will be nonrefundable.

Seminar Cancellation Policy:

If you believe it necessary to cancel a seminar registration, we will issue a full refund minus a \$100 administration fee for cancellations received at least 10 business days prior to the event.

Cancellations made less than 10 business days prior to the event are non-refundable. In those cases, a \$100 administration fee will be debited and the remainder of your registration fee may be used towards the purchase of other MiraVista training courses or products.

Terms of Service:

If you do not cancel and do not attend an event, you are responsible for the full registration fee.

MiraVista utilizes Microsoft Office Live Meeting as our webinar service. Attendee system requirements for viewing a webinar are very basic and you are not required to download any software. Please ensure the following system requirements are met for proper viewing of a webinar:

- **Operating System:** Windows 7; Windows Vista; Windows XP Professional with Service Pack 3; Windows Server 2008, Service Pack 2 (recommended); Windows Server 2003, Service Pack 3 (recommended)
- **Browser:** Internet Explorer 8, 7, or 6 SP2; Firefox 3.5.7 or 3.0.6; Safari 4.0.4 or 3.2.2
- **Java:** Sun Java 1.6.0_20, 1.6.0_19, 1.6.0_18, 1.5.0_22 (Free Java: <http://java.com/en/download/index.jsp>)
- **JavaScript and Cookies:** Must be enabled.
- **Flash:** Version 9.0 or higher (Free Flash Player: <http://get.adobe.com/flashplayer/>)

MiraVista will offer any technical assistance we can prior to the start of an event. However, we are ultimately not responsible for technical issues on the attendee's end. If you find you are unable to view a webinar, we ask that you please call the webinar conference line and follow along using the slides in your handouts. You may also opt to change your purchase to a digital recording at no additional charge (if available), in lieu of attending. We do not offer refunds for an attendee's inability to view only the web portion of an event.

MiraVista reserves the right to cancel or reschedule events and will give notice in advance. For questions regarding this cancellation policy and terms of service, please call: 803.462.9959 ext 252.