

EXSCRIBE Training Travel & Expenses Policy

1. On-site training time is calculated at a per-hour rate multiplied by the number of EXSCRIBE trainers that are on-site. Training time on any given day is limited to eight (8) hours.
2. Reimbursable travel expenses include, but are not limited to airfare, ground transportation, lodging and meals for each EXSCRIBE trainer on site with CUSTOMER. Meals are limited to a daily maximum of \$60.00.
3. If the CUSTOMER is unprepared for a scheduled on-site or online training session, or if physicians/staff are unavailable during scheduled on-site or online training sessions, the scheduled time for the EXSCRIBE trainer will be charged against the contracted on-site or online training time.
4. In the event an EXSCRIBE trainer is required to travel on a non-business day to accommodate CUSTOMER's requirements, CUSTOMER will be subject to a "Non-Business Day Travel Fee" of \$300.00 per trainer for each day of non-business day travel. Examples include, but are not limited to CUSTOMER's requirements for:
 - a. Trainer to be on-site early in the morning on a Monday (or next business day following a US Federal holiday) resulting in the necessity to travel on a Sunday (or US Federal holiday);
 - b. Trainer to be on-site late on a Friday (or day before a US Federal holiday) resulting in the necessity to travel on a Saturday (or US Federal holiday).
5. CUSTOMER must give EXSCRIBE a minimum of two weeks' notice when canceling any scheduled on-site visit by EXSCRIBE personnel. This includes, but is not limited to, installation, training, "go live," implementation, and technical visits. If CUSTOMER cancels any scheduled on-site visit, CUSTOMER may be responsible for any non-refundable travel expenses, and/or change fees associated with the scheduled visit. If EXSCRIBE personnel arrive at a CUSTOMER site and the CUSTOMER is not prepared for the visit, the CUSTOMER will be responsible for all travel costs.
6. EXSCRIBE will use reasonable efforts to limit travel related expenses and book all air travel at least fourteen (14) days in advance in order to secure the best airfare. If practicable, EXSCRIBE will consult with CUSTOMER prior to making travel arrangements. An estimate of travel expenses will be provided to the CUSTOMER prior to booking travel at the CUSTOMER'S request.
7. Any unused training time may be credited towards future invoices for Maintenance and Support Fees.