



Training & Cancellation Policy

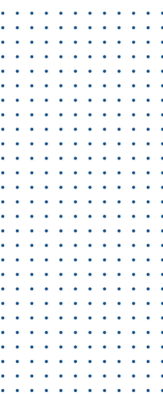


Table of Contents

Training & Cancellation Policy.....	1
Moba Academy Training Policy.....	3
Registration.....	3
Training Confirmation	3
Complimentary Training Seats	3
Training Fee.....	4
Training Locations and Duration	4
Training at Moba Academy Barneveld, The Netherlands	4
Training at Moba Academy Wixom, United States of America	4
Interpreter Service.....	4
Moba Academy Cancellation Policy.....	5
Cancellation by the Customer.....	5
Rescheduling.....	5
Participant Substitution	5
Cancellation by Moba Academy	6
Additional Information Requirements	6
Interpreter and Additional Costs	6

Moba Academy Training Policy

By registering for a training / e-learning, you agree to the applicable Moba Academy Training Policy and Cancellation Policy.

Registration

It is possible to reserve a training seat before completing the registration. A reserved seat will be held for a maximum of three weeks. If the registration has not been completed within this period, the reservation will expire and the seat will be released to give other participants the opportunity to register.

Please ensure that all required participant and training details are provided when registering. A registration is considered confirmed once all required information has been received, the registration has been processed and a registration confirmation has been provided by Moba Academy.

If you need to make any changes to your registration after confirmation, please contact Moba Academy as soon as possible. Changes to participants, training dates, or other registration details are subject to availability and may be subject to the applicable cancellation or rescheduling conditions.

Training Confirmation

Please do not book any flights or make other non-refundable travel arrangements until you have received a training confirmation from Moba Academy that the training will take place.

Training confirmation is subject to meeting Moba Academy's minimum and maximum participant requirements. Moba Academy will send the training confirmation at least 21 calendar days before the training start date.

If Moba Academy has not confirmed that the training will take place, the customer may cancel the registration without cancellation fees.

Complimentary Training Seats

With the purchase of a new grader, we offer a maximum of four complimentary training seats at Moba Academy. These seats are intended to help you and your team operate and service the equipment effectively and efficiently.

The number of complimentary training seats (free seats) depends on the grader purchased:

Grader	Free seats
Omnia	4
Moba Refurbished Omnia	2
Magna	4
Forta	2
Moba Refurbished Forta	1

Complimentary training seats are **valid for one year** from the installation date of the grader.

For the purposes of this policy, the value of one complimentary training seat is equal to the applicable standard Training Fee, unless otherwise agreed in writing.

Training Fee

If all complimentary training seats have been used or their validity period has expired, the applicable standard Training Fee will apply.

To request the current Training Fee, please email training@moba.net.

The Training Fee will be invoiced after the training has been completed.

If a Purchase Order (PO) is required, the PO number must be provided before the training starts. If Moba Academy does not receive the PO number in advance, the invoice will be issued without a PO number. In such cases, the invoice cannot be credited or reissued afterwards solely to add the PO number.

Training Locations and Duration

Moba Academy is located in Barneveld, the Netherlands. We also have a training facility in Lohne, Germany and Wixom, USA.

Our training courses can be booked through our website or through your local Moba office. You can find the complete overview of our online and in-person training courses on graders, detection, automation, and other relevant topics on our website.

Training at Moba Academy Barneveld, The Netherlands

Training at Moba Academy in Barneveld includes:

- Airport transfer from Schiphol Airport to the hotel
- Airport transfer from Moba Academy or the hotel to Schiphol Airport
- Hotel accommodation including breakfast and dinner
 - Accommodation for the training days
 - One night prior to the training start date
 - One night after the training ends for participants travelling on intercontinental flights
- Drinks, subject to fair use
- Daily lunch at Moba Academy
- Daily shuttle service between the hotel and Moba Academy
- One group dinner

Training at Moba Academy Wixom, USA

Training at Moba Academy in Wixom includes:

- Hotel accommodation during the training
- A \$25 dinner voucher per training day for use at the hotel
- Daily lunch at the training center
- One group dinner

Airfare, airport transfers, and daily transportation between the hotel and Moba Academy Wixom are not included.

Interpreter Service

All Moba Academy training courses are conducted in English.

An interpreter is not included in the Training Fee and can be arranged upon request at a fee of €1,500 for a five-day training course.

The actual costs of providing an interpreter are considerably higher, Moba covers a significant part of these costs to make the service more accessible.

The interpreter service fee cannot be waived.

Moba Academy Cancellation Policy

Cancellation by the Customer

Cancellation fees are determined based on the number of calendar days remaining until the training start date.

More than 21 calendar days before the training start date

Cancellation is accepted without penalty.

Paid seat: no cancellation fee will be charged.

Free seat: the complimentary seat remains valid for future use within its original validity period.

14–21 calendar days before the training start date

A cancellation fee equivalent to 50% of the applicable Training Fee applies.

Paid seat: 50% of the Training Fee will be charged.

Free seat: 50% of the applicable Training Fee will be deducted from the value of the complimentary seat.

Less than 14 calendar days before the training start date or no-show

The full Training Fee is considered due.

Paid seat: the full Training Fee will be charged.

Free seat: the complimentary seat is considered redeemed and cannot be used for another training.

Rescheduling

More than 14 calendar days before the training start date

Rescheduling is permitted without a rescheduling fee, subject to availability.

Paid seat: the training may be rescheduled free of charge.

Free seat: the rescheduled training must take place within four months of the original training date and within the original validity period of the complimentary seat and if the same training is available within this timeframe.

Less than 14 calendar days before the training start date

Rescheduling is subject to the following conditions:

Paid seat: a rescheduling fee equivalent to 25% of the applicable Training Fee will be charged.

Free seat: rescheduling is not permitted and the complimentary seat is considered redeemed.

Participant Substitution

A participant may be substituted up to five business days before the training start date.

The substitute participant must meet any applicable prerequisites and must be approved by Moba Academy.

Cancellation by Moba Academy

Moba Academy will make every reasonable effort to ensure that confirmed training courses go ahead as planned. However, in exceptional circumstances, such as insufficient registrations or force majeure, Moba Academy may need to cancel a training. In such cases, the following options apply:

Paid seat: the customer may reschedule the training to an alternative training date, subject to availability.

Free seat: the customer may reschedule the training to an alternative training date, subject to availability and within the validity period of the complimentary seat.

Moba Academy will not reimburse or be responsible for travel or other costs incurred by the customer in connection with the training, including airfare, accommodation, transportation, or other travel-related expenses, unless otherwise agreed in writing.

Additional Information Requirements

Following confirmation of the training, participants are required to provide any requested additional information, such as flight details, to Moba Academy as soon as possible.

Where applicable, all requested information required for the organization of the training must be provided no later than 21 calendar days before the training start date.

If the participant fails to provide the requested information within the required timeframe, Moba Academy is entitled to cancel the participant's registration.

Interpreter and Additional Costs

Interpreter costs are charged separately from the Training Fee and are therefore not included in the cancellation or rescheduling conditions stated above.

Once an interpreter has been confirmed and booked by Moba Academy following the customer's request, 100% of the applicable interpreter fee will be charged to the customer in the event of cancellation or rescheduling, regardless of the applicable cancellation or rescheduling period.

This also applies if the training itself is eligible for a full or partial refund or cancellation without penalty under this Cancellation Policy.