

THE PROTOCOL SCHOOL OF WASHINGTON®

International Protocol Manager Training™

TRAINING AGREEMENT

This AGREEMENT is made this [DATE] by and between [TRAINEE NAME] (hereinafter referred to as "Trainee") and The Protocol School of Washington® (hereinafter referred to as "School").

This Agreement applies to the individual Trainee, who is responsible for meeting all participation, conduct, and program requirements. While tuition may be covered by a third-party sponsor such as an employer or government agency, the Agreement is made with the Trainee. Sponsors may submit an approved payment arrangement on the Trainee's behalf, but the School does not enter into a separate agreement with the sponsoring organization regarding training terms, deliverables, or outcomes.

WHEREAS Trainee has enrolled in School's Training Program, *International Protocol Manager Training* consisting of 30.5 clock hours of instruction; to be conducted from 30 March 2026 – 3 April 2026 at the Kempinski Hotel Mall of the Emirates, Sheikh Zayed Rd, Al Barsha 1, Dubai, UAE.

NOW THEREFORE, in consideration of the mutual promises and agreements made herein, the above-named parties agree as follows:

1. School agrees to staff, coordinate, and conduct a 5-day training to prepare Trainee to perform the duties of an International Protocol Manager, Officer, or Specialist.
2. School will provide professional instruction, training facility, audiovisual equipment, continental breakfast, morning and afternoon coffee/tea breaks for four days and one tutorial dinner.
3. School training includes, but is not limited to, the following interactive sessions:
 - a. Protocol History
 - b. Order of Precedence and Positioning
 - c. Flags & Logos
 - d. Titles & Forms of Address
 - e. Seating Strategies
 - f. Logistics & Event Management
 - g. Personal Diplomacy
 - h. Dining Skills & Dining Tutorial Luncheon
 - i. Official Gifts
 - j. VIP Management
 - k. Ceremonies

Session formats include presentations by leading protocol experts, small group collaborative projects to observe protocol operations, and interactive exercises for skill development.

4. School training consists of five days, from 8:30 a.m. to 4:30 p.m. Day five concludes at 12:00 p.m.
5. In conjunction with the Training, the Trainee shall receive a comprehensive Training Manual to use during and after the training as a reference guide.
6. Upon successful completion of the Training Program, which School determines in its sole discretion, School shall issue a framed Certificate of Completion to Trainee, provided Trainee has attended 90% of the Program. The Certificate of Completion will indicate that the Trainee is trained by The Protocol School of Washington.
7. Attendance: Trainee must attend at least 90% of the course. Trainee must also actively participate in all exercises and activities and demonstrate to School's satisfaction an understanding and comprehension of the tasks assigned. Course facilitators and training managers designated by the School will observe and evaluate Trainee participation to determine if Trainee understands the material and if Trainee passes or fails the course.

8. **LIMITATIONS ON USE.**

Limitations on Use of Program Materials

- a. Program Materials are provided in either print or digital format at the School's discretion. Materials are provided for individual reference only and do not include future updates.
- b. PSOW grants to the Trainee non-transferable, non-exclusive and revocable permission to use the Program Materials for personal, non-commercial use only. You may not use the training in any way in exchange for monetary consideration. Individuals other than the Trainee may not access, view or use supporting materials, whether electronically or in print.
- c. All Program Materials are the property of The Protocol School of Washington and protected by U.S. and international copyright laws.

U.S. and international copyright laws prohibit the copying, distribution, use or display of a copyrighted work without the prior permission of the copyright owner. These restrictions apply to software as well as written material and extend to the making of derivative works or compilations of any copyrighted material. Trainee may not, nor permit others to, access, copy, reproduce, distribute, compile, or derive works from these materials.

- d. Trainee specifically agrees not to:

- (1) **Copy, photograph, video, record, or screenshot any classroom sessions;**
- (2) **Use the Program Materials in, or as the basis for, any publication, course, or public presentation, whether in print, digital, video, audio, social media, or other media formats;**

- (3) Trainee shall not sell, loan, lease, store in an information and/or retrieval system, transmit, adapt, translate to another language, or distribute any Program Materials and shall not permit or sublicense others to do so.
- (4) Trainee may not use the Program Materials to train others or share them with external audiences. Trainee shall not permit others to present, use, or teach a program using all or part of the Program Materials.
- (5) Trainee is prohibited from inputting, uploading, or entering any part of the Program Materials into any form of generative artificial intelligence (AI) platforms or systems, such as ChatGPT or similar tools, for any purpose, including but not limited to public access, content generation, analysis, or the creation of derivative works.

e. Violations can result in civil and criminal penalties.

9. GENERAL RESTRICTIONS

Trainee acknowledges that THE PROTOCOL SCHOOL OF WASHINGTON® is a registered trademark and no authorization is given to use The Protocol School of Washington®, except when providing credit and except insofar as the mark appears on Trainee's Certificate of Completion.

Trainee may refer to their successful completion of the training program and receipt of a Certificate of Completion, but may not claim licensure, certification, accreditation, or endorsement by the School.

10. TUITION AND FEES

The tuition amounts for this program are listed below in USD and AED. Both amounts are fixed and set by the School for this offering.

Course Tuition and Additional Fees Schedule:

Tuition	Amount (in USD)	Amount (in AED)
Course Tuition/Training Fee inclusive of 5% VAT	\$ 8,295.00	30,471
Transfer Fees	Amount (in USD)	Amount (in AED)
Registration Transfer Fee within Same Modality	\$ 100.00	367.25
Registration Transfer Fee to Different Modality (i.e. Live, Online)	\$ 100.00	367.25
Non-Refundable Fees	Amount (in USD)	Amount (in AED)
Registration Fee for Cancellation or No Show	\$ 100.00	367.25
Material Fee once materials are issued and accessed	\$ 1,500.00	5,508.75

Tuition & Fees:

Trainee agrees to pay School a training fee of \$7,900.00 (USD), plus a VAT tax of 5% (a total of \$8,295.00 USD) or 29,020 (AED), plus a VAT tax of 5% (a total of 30,471 AED) All training fees are due in full in advance of the start of the program unless otherwise approved in writing. Failure to complete payment will result in the discontinuation of your enrollment. Included in your course tuition are: training manual, reference books, and a framed certificate.

11. TRAINEES RIGHT TO CANCEL (CANCELLATION, WITHDRAWAL AND/OR TRANSFER)**a. Cancellation Policy (Prior to start of program)**

At any time prior to the start date of the Program, Trainee may cancel their attendance and receive 100% of all tuition fees, less a registration fee of \$100.00 (USD) or 367.25 (AED). The Protocol School of Washington will accept cancellation requests verbally or in writing to the Training Manager. A refund will be issued in accordance with the Refund Policy listed below. Because of the upfront investment in training materials and administrative details, The Protocol School of Washington will refund all tuition monies less the registration fee of \$100.00 (USD) or 367.25 (AED).

We understand that plans may change and that you may not be able to attend the Program on the scheduled dates. You may transfer to the same course once within one year of your original program start date. Please refer to Transfer Policy below.

Refunds will be issued in accordance with the following Refund Policy:

- (1) Any refunds due will be issued to the original form of payment. In the event a third party paid your tuition, any refund due will be issued to that third party.
- (2) Refunds for cancellations before the start date are issued within forty-five (45) calendar days from the School's receipt of notice of cancellation. Refunds for withdrawals after the official start date are issued within forty-five (45) calendar days of the official withdrawal or termination date, based on the last date of attendance.
- (3) If a demonstrated personal emergency interferes with your course of study, you can postpone your enrollment once, for up to one year from your initial course start date, at the discretion of the President. A written request detailing the basis for the emergency shall also be provided at the time of the request.
- (4) In the event a Trainee applies and pays fees to attend the Program, but is later rejected by School, which School may do in its sole discretion, then School agrees to refund the applicant all monies.
- (5) The Protocol School of Washington reserves the right to substitute instructors, change dates and/or times, or cancel the program due to low enrollment or unforeseen circumstances. Should this occur, Trainee will be notified immediately and transferred at no cost to a subsequent course or refunded in full.

- (6) If The Protocol School of Washington cancels the program in its entirety subsequent to a Trainee's registration, the institution will refund all monies paid by the Trainee.

b. **Withdrawal Procedure (After start of program)**

To withdraw, Trainee must provide verbal or written notice to the Registrar or Training Manager, including the expected last date of attendance. Trainees who fail to attend and do not provide notice will be considered no-shows and are subject to the same withdrawal and refund terms.

All applicable refunds will be issued within 45 calendar days from when the Trainee notifies the School of withdrawal or the date the School administratively withdraws the Trainee.

Tuition refunds are calculated based on the percentage of instruction completed as determined by the Trainee's last date of attendance and after deducting any applicable administrative fees. Once materials are released and accessed the Materials Fee of \$1,500 (USD) or 5,508.75 (AED) is non-refundable and reflects the value of proprietary program materials.

If circumstances beyond your control, such as illness or family-related emergencies, prevent completion, the School will allow you to return to a future course to complete missed days.

If special circumstances arise, a Trainee may request a leave of absence to temporarily pause participation without permanently withdrawing. Trainees requesting a leave of absence must submit a written request to the Registrar or Training Manager specifying the intended start and return dates. Leaves may not exceed 180 days. Failure to return on the approved return date will be considered a withdrawal, and that date will serve as the official withdrawal date.

Remaining tuition is refundable on a pro-rated basis, based on the percentage of instruction completed:

Proportion of Total Program Taught by Withdrawal Date	Tuition Refund
Less than 25%	75% of program cost
25% up to but less than 50%	50% of program cost
50% up to but less than 75%	25% of program cost
75% or more	No Refund

c. **Transfer Policy .**

A Trainee may reschedule their enrollment to a different offering of the same program by contacting the Registrar, or the Training Manager no later than two (2) weeks before the current and requested program official start date, and submitting a transfer fee of

\$100 (USD) or 367.25 (AED).

Same Modality: Same modality transfers are those that are for an offering of the same program delivered in the same format.

All transfers are subject to:

- Space availability
- Adjustment for any difference in tuition rate between programs
 - Overpayment: Refunds issued within 45 days from the date of transfer
 - Underpayment: Balance must be paid before enrollment is confirmed

All transfers apply only to the *International Protocol Manager Training Program*, in which you are enrolled.

12. TERMINATION

In the event Trainee should breach the terms and conditions of this Agreement, the rights, authorizations, and licenses granted herein shall immediately terminate. Upon such termination of this Agreement, Trainee shall return immediately to School all Program Materials in Trainee's possession. In the event School must engage an attorney to enforce its rights under this Agreement, it shall be entitled to recover reasonable attorneys' fees.

13. NON-ASSIGNABILITY

This Agreement is exclusive to Trainee and Trainee shall not sell, assign, or sublicense any of the rights, authorizations or permissions granted herein.

14. ENTIRE AGREEMENT

This Agreement constitutes the full and entire understanding between Trainee and School and supersedes all prior written or oral Agreements made with respect to the subject matter of this Agreement. No modification or cancellation of any term or condition of this Agreement shall be effective unless signed in writing by both parties.

15. JURISDICTION, VENUE AND DISPUTE

Disputes under this Agreement shall be resolved under the laws of the United Arab Emirates as applicable in the Emirate of Dubai, and Trainee hereby consents to submit to the jurisdiction of such courts.

16. NOTICES

All notices to be given and all payments to be made under this Agreement shall be given or made at the respective addresses of the Trainee and School.

Trainee Acknowledgement

I understand that this is a legally binding agreement. My signature below certifies that I have read, understand, and agreed with my rights and responsibilities. Further, I certify that I

understand the institution's cancellation and refund policies and I understand and agree to these policies. _____(initials)

I acknowledge that I am enrolling with The Protocol School of Washington for the sole purpose of my personal and professional development and not at the direction of, or for the benefit of, any Protocol or Etiquette training competitor. I have read, understand and agree to the terms of this document. I understand that the Training Agreement Schedule is part of this agreement. _____(initials)

I understand the attendance and grading requirements to graduate and receive a certificate. _____(initials)

I acknowledge that neither I nor my paying organization, if applicable, shall use the Program Materials in or as the basis of a film, video, television, internet or radio program, audio cassette, podcast, CD-ROM, DVD, e-learning lesson, article, social media post, story, card, pamphlet, book, or any written published or unpublished work. _____(initials)

18. Please complete this Agreement by initialing the Trainee Acknowledgement (paragraph 15), signing and printing their name and adding the date on the designated lines. One signed copy of this Agreement must be returned to the School prior to the start date.

Trainee

The Protocol School of Washington®

_____	By: _____
Trainee (Signature)	Pamela Eyring, President
_____	_____
Trainee Name	Date

Date	

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