



**Sulphur**

**eXperts**  
Western Research

## **Sales Policy**

The Sulphur Experts Sales Policy is applicable only to the registration and payment of fees associated with our scheduled annual Technical Training Courses including the Sulphur Recovery, Amine Treating and Filtration and Separation Technical Training Courses, or any other course advertised on our Website ([www.sulphurexperts.com](http://www.sulphurexperts.com)). This sales policy applies regardless of whether registration is completed and paid for using our on-line registration system or completed using alternative methods.

## **Pricing**

The prices quoted on the Sulphur Experts web site are established annually and quoted in the currency of the course location. All applicable taxes are included in the prices displayed with the exception of the Canadian courses in Kananaskis. A Goods and Services Tax (GST) charge of 5% of the total course registration amount will be added at the time of payment.

Sulphur Experts reserves the right to modify the prices of products available on its site at any time, without prior notice. However, we will honour the prices quoted on the website for the current Technical Training Course series at the time of Registration. A number of terms and conditions will apply as outlined below.

## **Terms and Conditions**

### **Payment**

Price information for each of the Sulphur Recovery, Amine Treating or Filtration and Separation Technical Training Courses is provided on our Registration page and tracked in a "Summary" column as you proceed throughout the registration process.

Participants may use our secure on-line registration system to register and make payment using a credit card. Credit card payments are accepted on-line for VISA™, MasterCard™ and American Express® only.

If you cannot pay by credit card, alternative arrangements for payment can be made by contacting Sulphur Experts by email, phone or mail.

If preferred we can invoice individuals, in which case payment can still be made by VISA™, MasterCard™ and American Express® over the phone, by wire transfer, or by cheque made payable to Sulphur Experts Inc. Registration will not be confirmed and spaces will not be saved for those opting to register off-line until payment is received.

### **Currency Transactions**

We are currently limited to accepting on-line payment in either Canadian or US dollars. To address this limitation, transactions will be processed as follows:

- **Registration fees for the Bernkastel courses will be converted to Canadian dollars (CAD) prior to completion of the transaction.** Course cost will be displayed in both euros (EUR) and CAD, along with the current exchange rate prior to checkout. When course registration is confirmed, the credit card transaction will be processed in Canadian dollars. The final cost to registrants will be displayed on their credit card bill in local currency, including any foreign currency transaction charges added by the credit card company.

## **Discounts**

A number of discount options may be available depending on the location and series of courses that are being presented at each location. Discounts may include:

- Price reduction for registration at more than one course at a given location and time (e.g. registering for both the Sulphur Recovery and Amine courses at Kananaskis in 2011);
- Colleague discounts may apply to individuals from the same office or plant that register to attend the same course that you have registered for;
- A “Special Arrangement” discount may be available for special cases including:
  - Guest Speakers; or
  - Corporate group discounts that are arranged and approved in advance of on-site registration.; and
- Early Bird discount for receipt of payment before a specified date.

All discount options are described on the Registration page and are available whether paying on-line or off-line.

## **Cancellation Policy:**

Because we have limited registration, there is a penalty for cancelling after the course registration deadline date. No refunds will be issued after this date – however, a partial credit may be issued for future attendance. Prior to the deadline date, the full fee will be refunded, less an administration charge of 100 dollars (either CAD or USD depending on the currency applied in the original transaction).

## **Maximum Enrolment 50 to 70 (depending on location):**

Registrations will be accepted and acknowledged in the order in which they are received.

Sulphur Experts reserves the right to cancel the course if fewer than 25 registrations are received before the course deadline (this has happened only once in the past 100 courses). Full refunds will be made if we cancel the course.