



GE Aviation
Customer Technical Education Center (CTEC)
Course Cancellation Policy

The following table provides CTEC's course cancellation policy and associated fees for customers that schedule classes and provide inadequate notification of cancellation.

This policy is being established to ensure CTEC has adequate time to backfill lost capacity and cover customer training demands.

Cancellation Timing	Long Form GTA (First Tier GTA)	Short Form GTA (Non-Tier 1)
> 21 Days	No Penalty	No Penalty
=< 20 Days	100% of course entitlements will be deducted	100% of regular course fees will be billed

NOTE:

For on-site customer class cancellations (classes scheduled at a location other than CTEC), the customer is also responsible for any travel costs CTEC incurs due to the class cancellation (such as a non-refundable airline ticket).

As a valued customer, should you have questions or feel the charges have been made in error, please contact the Customer Technical Education Center via email or phone as listed below.

e-mail: cts.scheduling@ae.ge.com

phone: (513) 552-3418