Terms and Conditions - Dragonfly Academy

Important!

These Terms & Conditions apply to all Dragonfly Academy training courses run by COMET, including training delivered at a Dragonfly Academy location, at a customer site, or online.

1. Training Delivery

All trainings are conducted using **Amazon Web Services (AWS)**

Training Data

The Dragonfly Academy uses official Dragonfly Academy datasets during training.

For courses that allow the use of customer data at the trainer's discretion, the following applies:

The customer confirms they have the legal right to share the data for training purposes and that any personal or sensitive data has been properly anonymized.

COMET will treat customer-provided data as confidential and will not retain, copy, distribute, or reuse it outside the training session.

Customer data is accessed solely for demonstration and instructional purposes during the training.

COMET does not store customer data after the session unless explicitly agreed in writing.

Cloud Processing of Customer Data

Dragonfly software is hosted using third-party cloud infrastructure providers, including Amazon Web Services (AWS). Where customer data is used during

a training session, such data may be uploaded to, stored in, and processed within the Dragonfly Cloud environment solely for purposes of conducting the training.

Customer acknowledges and agrees that the use of customer data during training may involve processing by such third-party cloud service providers and represents that it has obtained all necessary internal approvals and authorizations required to permit such use.

Customer remains solely responsible for determining whether any data provided for training is subject to contractual, regulatory, confidentiality, export control, privacy, or security restrictions and for ensuring compliance with such requirements. Customer is strongly encouraged to use anonymized and de-identified data whenever practicable.

Except as required for the operation of the training environment, COMET does not use customer data for any purpose other than delivering the training services and will delete customer-provided data from the training environment following completion of the training in accordance with its standard operational procedures.

Internet Access

Dragonfly Academy locations

A stable internet connection is provided by Dragonfly Academy.

Customer-site and online training

COMET is not responsible for any interruptions caused by customer network availability, firewall restrictions, VPN limitations, browser restrictions, local IT policies, or security settings during customer-site or online training.

Participant Equipment

For all training formats, each participant must bring:

- a personal laptop
- a supported web browser such as Chrome or Edge
- a mouse with a scroll wheel

Technical limitations on the participants side, including hardware performance or IT restrictions, do not qualify for refund, rescheduling, or extension of the training.

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2. Class Size

The maximum number of participants is **6 per training course**, regardless of delivery format.

- **Open courses (Dragonfly Academy locations):** Individual participants may register up to the maximum capacity of 6.
- **Closed group courses (customer-site or online):** Attendance is restricted to the registered group and may not exceed 6 participants.

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3. Training Recordings

Recording of training sessions is permitted **only for customer-site and online closed-group trainings and only by the customer**.
COMET does **not record training sessions**.
Recordings may be used strictly for **internal purposes within the customer's organization**.
The following is prohibited without prior written permission from COMET/Dragonfly Academy:

- sharing recordings outside the organization
- publishing recordings online or on public platforms
- using recordings for commercial training or consulting services
- redistributing training materials to third parties

Recording is **not permitted during trainings held at Dragonfly Academy locations**.
All training materials, demonstrations, and datasets remain the intellectual property of COMET.

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4. Cancellations & Refunds (Customer-Initiated)

Cancellation must be submitted in writing to sales.dragonfly@comet.tech

14 days or more	100% refund
7–13 days	50% refund
Less than 7 days	No refund

Substitutions (replacement participants) are allowed at no additional cost.

Refunds apply only to the training course fee.
COMET is not responsible for travel, accommodation, visa, or other participant expenses.

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5. Rescheduling (Customer-Initiated)

Rescheduling is permitted **only for closed groups (online and on customer site)**, not for individual participants at the Dragonfly Academy Locations.
A training session may be rescheduled once at no additional cost if requested **at least 7 days before the scheduled start date**.
Rescheduling requests made **less than 7 days** before the training may incur administrative or rebooking fees.
The new training date must be agreed within **3 months** from the original training date.
If no new date is scheduled within this period, the training is considered cancelled. Any refund is subject to the conditions in Section 4.

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6. Changes & Cancellation by Dragonfly Academy

COMET reserves the right to reschedule training due to instructor illness, technical issues, or unforeseen circumstances.

In such cases participants may:

- join the rescheduled session, or
- receive a full refund of the course fee

COMET is not liable for participant travel or accommodation costs.

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7. Certificates

Participants who attend **100% of the scheduled training duration** will receive a digital *Certificate of Completion* issued by the Dragonfly Academy.
Partial attendance does not qualify for certification.

8. No Warranties

Training is educational in nature and based on example Dragonfly datasets. COMET does not warrant specific analytical results, performance improvements, or project outcome