

Training Policy

Amadeus Hospitality

Training Policy

This “**Training Policy**” sets forth the available training content for the applicable Subscription Service listed herein. Capitalized terms used herein but not defined will have the meaning assigned to them in the governing agreement between Amadeus and Customer (“**Agreement**”). If there is any inconsistency between this Training Policy and the Agreement, the Agreement will control.

- 1. Training Approach.** Training follows a blended approach that leverages a variety of self-paced educational offerings and is supported by online help available within the product. Amadeus’ self-paced education consists of webinars (live and recorded) and digital learning (e-learning, videos, and interactive simulations) laid out in learning pathways specific to each User’s role. Through the learning pathway, a User can complete a training module in the way that best meets that User’s needs. The User may choose from any of the self-paced education options available for the applicable Subscription Service. The self-paced educational offerings available for each applicable Subscription Service. Access to the educational content is available via the Amadeus Learning Universe LMS. Other training options (e.g., train-the-trainer offerings) may be available for certain Subscription Service at additional cost.

a. Amadeus Central Reservation System (ACRS)

Self-paced educational offerings are not currently available for ACRS. Train-the-Trainer offerings may be requested for ACRS in accordance with Section 2 (Additional Training Offerings).

b. Amadeus Sales & Event Management – Advanced (ASEMA)

Course Name	Description	Educational Offering(s) Available
Amadeus Sales & Event Management – Advanced	Teaches how to use the product to maximize selling strategies and manage groups and events.	Live webinars Recorded webinars Digital learning
15-minute Fridays	Quick refresher sessions that offer best practices and answer frequently asked questions.	Live webinars

c. Amadeus Sales & Event Management - Standard and Essentials

Course Name	Description	Educational Offering(s) Available
Standard and Essentials Training	Sessions on a range of topics such as property setup, booking management and event management.	Live webinars Recorded webinars

d. Business Intelligence (BI)

Course Name	Description	Educational Offering(s) Available
Agency360 Demand360	Separated into three course levels: 1. Basic courses provide an overview of core functions and navigation; 2. Intermediate courses provide a deeper dive into the product; and 3. Advanced courses explore how to roll up metrics from multiple properties into a single application.	Combination of live webinars, recorded webinars and digital learning
Rate360	Separated into two course levels: 1. Basic courses provide an overview of core functions, dashboards, shopping and custom reports; and 2. An advanced course explores how to roll up metrics from multiple properties into a single application.	Combination of recorded webinars and digital learning
Revenue Strategy360 Essentials	Provides an overview of basic functionality and navigation, as well as a detailed look at each module tab of RevenueStrategy360 Essentials. The User also learns how live, real-time rate shopping is combined with market demand data to assist with strategic pricing efforts.	Live webinars Recorded webinars

e. Guest Management Solutions (GMS)

Course Name	Description	Educational Offering(s) Available
GMS	Teaches the User how to navigate through GMS. The User learns the elements of guest information and how to create email marketing.	Combination of recorded webinars and digital learning
Integration with iHotelier® for the GMS User	Explains the User's experience with the integration to iHotelier.	Live webinar Recorded webinar

f. HotSOS

Course Name	Description	Educational Offering(s) Available
HotSOS User	Teaches the User how to create, manage and process service orders, including starting, stopping (putting on hold), and completing the service order on a mobile device.	Recorded webinars

HotSOS Property Administrator	Teaches the administrator how to update and manage the application database (e.g., Locations, Issues, Personnel, Business Rules and Devices).	Recorded webinars
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g. HotSOS Housekeeping

Course Name	Description	Educational Offering(s) Available
HotSOS Housekeeping User	Teaches the User, in accordance with their role assigned by the Customer Property administrator, how to create, manage and process room assignments and service orders. Processing service orders includes starting, stopping (putting on hold), and completing the service order on a mobile device,	Recorded webinars
HotSOS Housekeeping Property Administrator	Teaches the administrator how to update and manage the application database (e.g., Locations, Issues, Personnel, User Roles and Devices).	Recorded webinars

h. iHotelier®

Course Name	Description	Educational Offering(s) Available
Basic Course	Teaches the User day-to-day management of inventory and how to navigate through the application, check reservations and update availability, rates and inventory (ARI).	Combination of live webinars, recorded webinars and digital learning
Intermediate Course	User session: Teaches the User who is comfortable with the day-to-day management of inventory how to manage different types of rate plans, OTAs, and groups. Administrator session: Provides details on how to maintain property information, room types, users and permissions and property groups.	Combination of live webinars, recorded webinars and digital learning
Advanced Course	Teaches the User how to configure and manage enterprise rate plans, create promotions (discounts) and advertisements for existing rate plans at both the individual property and enterprise level and manage corporate account profiles.	Recorded webinars

i. Web Solutions

Course Name	Description	Educational Offering(s) Available
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Getting started with Web Solutions – Part 1	Explores basic product functions and tools to edit and add media content, manage data modules and edit existing pages.	Live webinars Recorded webinars
Getting started with Web Solutions – Part 2	A continuation of product basics for new Users, which explores additional functions such as procedures for building a new page on a website and adding personalized, targeted “pop-ups.”	Live webinars Recorded webinars

2. Additional Training Offerings

The following types of live, instructor-led training may be provided at additional cost upon Customer’s request and subject to availability for the applicable Subscription Service. These trainings can be facilitated remotely or held onsite at the Customer’s location.

- a. Train-the-Trainer: Training for the Customer’s corporate training team that provides both product instruction and knowledge sharing consisting of materials overview, training preparation overview and product knowledge validation.
- b. Implementation Training: Training facilitated by a member of the training team specifically for one Customer Property that provides the User and/or Administrator with the knowledge needed for daily management and navigation of the product.
- c. Master Class Training: A customized training approach to help customers leverage the solution's potential, with the goal of helping customers realize the full ROI of the Amadeus Subscription Service(s).

Upon Customer’s request for additional or customized training content, Amadeus will provide a quote and the Parties will mutually agree upon the scope and cost of such training content and any related travel in the Service Order or a Change Order, as applicable.

Amadeus reserves the right to amend, alter, or modify the Training Policy at any time. Amadeus may deliver notice of such updated Training Policy to Customer via e-mail or through the Subscription Services. Customer’s continued access to and use of the Subscription Services following issuance of such updated Training Policy shall constitute Customer’s acceptance thereof.