



COSI Connects Live Policies and Payment

Reservation, Cancellation, & Refund Policy

- Within 2 weeks of receiving your invoice, a \$50 non-refundable deposit is required to keep your reservation. In lieu of a deposit, COSI will accept a purchase order, which must be submitted within 2 weeks of receiving the invoice. If a cancellation is necessary the deposit made is non-refundable.
- Payment in full for the cost of the program is due 1 month prior to the date of the program.
- Program rescheduling may be available up to 1 month prior to the program date by contacting COSI.
- Programs canceled due to weather (or other unexpected site closure) may be rescheduled to a new date in the same school year, or refunded minus the deposit.

Test Connections Policy

COSI suggests completing a test connection before your program for all sites not familiar with Zoom and sites connecting with H.323 or SIP videoconferencing equipment. Test connections may be completed by scheduling a date and time with a COSI team member via email. If you experience technical issues during your program and have completed a test connection, you may reschedule your program to a new date at no penalty. If you choose not to complete a test connection, you may still be responsible for the full cost of the program.

Connecting sites may request a test connection with COSI *before* making a reservation to ensure technologies work as expected, if desired.

Payment Options

Payment via check or Purchase Order can be mailed to COSI, attn: Accounts Receivable, 333 W Broad St, Columbus, OH 43215. Please include the invoice or order number with payment.

To pay with a credit card, call the Call Center at 614-228-2674 ext 0, between 9am-4pm, Monday through Sunday. Please have the invoice or order number on hand.

Recording Policy

The videoconferences COSI creates and provides to connecting sites are the intellectual property of COSI. Therefore, they cannot be recorded in any way or distributed, nor can any content from kits or information packets be duplicated or distributed without the written consent of COSI. The only exception is the copying of student pages from teacher guide for the use of the single class that purchased the kit of materials. Any known violation of this policy will be considered theft of intellectual property and will be dealt with accordingly.

Social Distancing Policy

Sites hosting a COSI Interactive Videoconference with students in their physical space are expected to follow the guidelines of their local and state health departments on group gatherings.

Surgical Suite: Total Knee Replacement Program Agreement

Sites reserving the Surgical Suite: Total Knee Replacement program agree to the terms below in addition to COSI's general policies above.

Whereas, Mount Carmel Health System and COSI/Columbus ("COSI") have previously agreed to develop and produce live programming called "Surgical Suite" Interactive Series ("Surgical Suite") by which open heart or total knee replacement surgical procedures performed at Mount Carmel will be broadcast for educational purposes to guests at COSI: and

Whereas, COSI and School desire to extend the Surgical Suite broadcasts to School to enhance the educational benefits available to the public.

COSI and School therefore agree as follows:

1. COSI will arrange to extend Surgical Suite broadcasts to School. All facilities, equipment, supplies and personnel necessary to receive broadcasts at the School site shall be provided by School.
2. In consideration of this extension of the Surgical Suite broadcasts, School agrees not to videotape, reproduce, rebroadcast or reuse in any manner any portion of the Surgical Suite broadcast, nor permit any other person to do so, without the express written consent of Mount Carmel. School recognizes and agrees that there is no adequate remedy at law in the event of a breach of this prohibition and that either COSI or Mount Carmel is entitled to injunctive and other equitable remedies in order to adequately protect their interests in the event of a breach of this provision.
3. This agreement may be terminated immediately by either party at any time upon written notice provided to the other party.

COSI and School have entered into this Agreement as of the date the reservation is submitted.