

Service Request: Process and Conditions

Generally, within a week of receipt of this request for services, The RTT Collaborative will propose a scope of work and fee for approval by the requestor and their institution.

Fees.

The fee for this consultation is exclusive of any travel-related costs. Any travel, lodging, or meal expenses incurred by the consultant(s) in the course of this consultation will be billed to the Client, at cost. The consulting site is responsible for release time funding of hosting faculty, administration, and staff.

Fees are payable as follows: Full balance due and payable within thirty (30) days after receipt of an invoice.

Benefit of participating program status. Paying a \$2,750 participation fee to the Collaborative prior to the delivery of any services will entitle your organization to a 50% discount, reducing a \$15,000 onsite consult to \$7,500, for a total of \$10,250 plus travel expense reimbursement. This discount is available because other rural programs also contribute an annual fee to fund our infrastructure, and in this way, we help each other. Our hope is that your program will participate in future years and continue to benefit even as you too help others.

For as long as the developing residency program remains an active annual participant in The RTT Collaborative (July 1 to June 30 each academic year), there is no charge for brief remote consultation, correspondence and ongoing follow-up beyond the short-term. Participation comes with additional benefits found at: <https://rttcollaborative.net/join-the-movement/become-participating-program/> (See participation requirements)

Confidentiality. It is the intention of the RTTC staff and consultants to keep all reports confidential. However, RTTC cannot be responsible for breaches of confidentiality that result through a client's use or dissemination of RTTC reports. Therefore, in consideration of the execution of this Agreement by the Client, and the acceptance hereof by RTTC, each party hereby mutually releases the other for any breach of confidentiality of any information, opinions or recommendations relating to the Client and/or Applicant Program collected, produced, and published in confidence as a report by RTTC.

It is understood and agreed that the RTTC staff and consultants may share information obtained from the Client in the course of the consultation contemplated by this Agreement, including any final report resulting therefrom, with other bona fide RTTC consultants, provided such consultants agree to maintain the confidentiality of such information.

Liability. In consideration of the acceptance of this Contract by the RTTC, and as an inducement to such acceptance, the Client hereby releases and agrees to hold harmless the RTTC, its participating programs, and any RTTC-provided consultant from any and all loss or liability on account of any claim by, through or on behalf of the Client based upon or arising out of any act done or omitted in good faith by any person relating to the performance of the consultation hereby requested.

RTTC's engagement hereunder is for the provision of peer consultative services and information relevant to the Client's mission and purpose. Any opinions, advice, statements, or information that are expressed in connection with this consultation are strictly those of the RTTC consultant. RTTC makes no

representations or warranties concerning the suitability of such information and services for any particular purpose. In addition, RTTC will not be liable in any event for lost profits, consequential, indirect, punitive, exemplary, or special damages.

Cancellation Policy: In the event that the Client shall cancel after this Contract is signed, cancellation fees will be assessed through and including the cancellation date. The Client shall pay the RTTC within thirty (30) days after its receipt of a reasonably detailed invoice.

CANCELLATION FEES AFTER SIGNED CONTRACT

- Hourly fee (see above) for all consultant hours invested to time of cancellation.
- Consultant's unrecoverable travel expenses and other costs.
- \$500 administrative fee.

Intellectual Property: RTTC is licensed to use, all trademarks, tradenames, copyrights, reports, and other intellectual property material to its business, and the use thereof by the RTTC does not infringe upon the rights of any other Person.