



Payment Card Industry (PCI) Training Venue Host Program Policy

Policy Document

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Document Changes

Date	Version	Description
June 2026	1.0	Initial release
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1. Purpose

This policy establishes the requirements, responsibilities, and conditions under which organizations may apply to serve as volunteer training locations (“Hosts”) for PCI Security Standards Council (PCI SSC) hosted training events.

PCI SSC-hosted training classes are organized, marketed, and filled by PCI SSC. Host organizations provide physical facilities and related amenities on a voluntary basis. PCI SSC selects and coordinates training locations based on training demand, geographic access, and venue suitability.

2. Roles and Responsibilities

PCI SSC is responsible for:

- Determining training demand and scheduling classes
- Selecting training locations based on suitability and access
- Managing registration, attendance, instructors, and course materials
- Communicating logistical requirements to Hosts
- Communicating with registered students
- Providing class agendas and schedules to Hosts in advance

The Host organization is responsible for:

- Providing a safe, accessible, and compliant venue
- Providing a shipping address to receive training materials and holding such materials up to 3 business days prior to the start of the event
- Meeting the venue requirements defined in this policy
- Providing food and beverage services (if applicable)
- Maintaining appropriate insurance coverage
- Complying with all applicable health, safety, and building regulations
- Designating a point of contact to coordinate with PCI SSC on logistics and site readiness

3. Host Benefits

For each training class held at their venue, Hosts will receive one (1) complimentary class seat in that class. Hosts that also provide food and beverage services will receive an additional complimentary class seat in that class, for a total of two (2) complimentary seats. Complimentary seats are not required to be used by Host personnel and may be allocated at the Host’s discretion, provided all attendees meet the applicable program eligibility requirements.

4. Venue Requirements

Capacity

The classroom and facilities must accommodate at least 20 participants, including instructors and PCI SSC staff. Seating must allow clear sightlines to presentation materials. Preference is given to venues that can hold up to 50 participants.

Classroom Layout and Access

The classroom layout must be functional for interactive training. A standard classroom layout typically consists of tables seating two to three students that are aligned in rows and columns directed toward the teacher.

However, auditorium seating, rounds, or horseshoe seating arrangements may be sufficient. Instructors must be able to move freely through the classroom and access all student tables and seating areas.

Students must have unrestricted access to the classroom, bathrooms, and an outdoor space (e.g., for breaks or emergencies).

Audio/Visual (A/V)

Hosts must provide the following A/V equipment in good working order:

- Projector and screen with HDMI connection
- Preference given to ceiling-mounted or rear projection
- Lapel microphone
- Wireless handheld microphone
- Reliable Wi-Fi access for instructors and proctor
- Curtains, blinds, or other means to block external light if necessary

Materials

Hosts must provide or make available:

- Podium, or a tall table, with electrical power
- Table at back of room with power for proctor
- Flip chart or whiteboard with colored markers
- Sufficient tables and chairs for all attendees

Food and Beverage

Every class must include food and beverage service. The Host is not required to provide food and beverage services; however, Hosts that do so will receive a second complimentary class seat. Regardless of whether food and beverage services are provided by the Host or arranged by PCI SSC, the following minimum food and beverage requirements apply.

Coffee, tea, and water shall be provided in the morning. Any coffee equipment shall be capable of serving a full class efficiently (e.g. no single-serve pod machines). Tea, water, and soda shall be provided in the afternoon.

Lunch arrangements shall be coordinated with PCI SSC in advance. Lunch may be provided in the classroom or arranged nearby, as agreed in writing. For students with dietary restrictions or allergies a meal must be provided that meets their requirements, either as part of a buffet or as a separate individual meal. All catering must be approved by PCI SSC to ensure these requirements are met.

Safety, Emergency, and Evacuation Requirements

The Host represents and warrants that the venue has documented emergency procedures, including fire evacuation routes, clearly marked emergency exits, emergency assembly points, and procedures for medical emergencies, natural disasters, and threats to safety.

The Host shall ensure ongoing compliance with fire safety regulations, health and safety laws, and building occupancy requirements. The Host shall ensure that emergency and evacuation procedures are communicated to PCI SSC before each training session.

Liability and Insurance

The Host is solely responsible for the condition, safety, and security of the venue. This responsibility includes, without limitation, incidents involving slip, trip, or fall injuries, injuries arising from facility conditions or equipment, property damage occurring at the venue.

The Host shall maintain, at its own expense, Commercial General Liability insurance with coverage limits sufficient to cover personal injury and property damage claims.

5. Cancellation

Either party may cancel a scheduled training event by providing written notice to the other party. The following terms govern cancellations:

Cancellation by PCI SSC

PCI SSC reserves the right to cancel or relocate any scheduled training event at its sole discretion. PCI SSC will provide written notice to the Host as soon as reasonably possible.

If PCI SSC cancels a scheduled class forty-five (45) or more days prior to the start date of the class, no compensation will be owed to the Host.

If PCI SSC cancels a scheduled class fewer than forty-five (45) days prior to the start date of the class, PCI SSC will extend the applicable Host Benefits (one or two complimentary class seats, as defined in the Host Benefits section), in recognition of any costs the Host may have incurred in preparation for the event. These complimentary seats must be used for the same qualification program at any future training, whether in-person or virtual. Complimentary seats will expire within 365 days of issuance if not used.

Cancellation by Host

Because PCI SSC organizes, markets, and registers attendees for training events, late cancellation by a Host can result in significant disruption, including travel costs incurred by registered students, instructor rebooking, and the need to secure an alternate venue on short notice.

Hosts are expected to provide written notice of cancellation as far in advance as reasonably possible, and in no event later than forty-five (45) days prior to the start date of the class, except in cases of emergency or circumstances beyond the Host's reasonable control (e.g., natural disasters, facility damage, or other force majeure events).

If the Host cancels fewer than forty-five (45) days prior to the start date of the class for reasons other than emergency or force majeure, the Host shall be responsible for reasonable, documented costs incurred by PCI SSC as a direct result of the cancellation, including but not limited to:

- Non-refundable travel and lodging expenses incurred by registered students, instructors, or PCI SSC staff
- Costs associated with securing a replacement venue
- Non-recoverable costs related to shipped training materials, catering deposits, or other event logistics

PCI SSC will make reasonable efforts to mitigate such costs, including relocating the event where feasible. The Host's forfeiture of any complimentary class seats associated with the cancelled event is in addition to, and not in lieu of, the cost responsibilities described above.

Force Majeure

Neither party shall be liable for cancellation caused by events beyond its reasonable control, including but not limited to natural disasters, government actions, public health emergencies, or other force majeure events. In such cases, the parties will work together in good faith to reschedule or relocate the event.

6. Application and Selection

Organizations may complete the PCI SSC Training Venue Program Application for consideration. Submission does not guarantee selection, nor does selection guarantee future use. PCI SSC reserves the right, at its sole discretion, to approve or reject any proposed venue, cancel or relocate training events, and modify venue requirements based on event needs. PCI SSC will confirm selection and logistics in writing with the Host organization prior to scheduling a class.