

# SpringCM Training Cancellation Policy

## Public Instructor Led Training (ILT)/Virtual ILT Schedule Training Cancellation Policy

Class registrations are not confirmed until all required billing and registrant information has been received by SpringCM.

If an individual who is enrolled as a class participant is unable to attend a scheduled training class offered by SpringCM, whether to be conducted in person with participants at the same location as the instructor or remotely via an online webinar, please send an email to [training@springcm.com](mailto:training@springcm.com) as soon as possible, identifying the customer, class, and applicable individual.

If training for an enrolled class participant is cancelled or rescheduled as described above at least 15 calendar days before the start date of the scheduled class, the full fees for the class will be charged, but will be applied as training credit to the customer's account. No refund of fees will be offered. Any such training credit will be valid for one year after the date of cancellation and may be used for any of the customer's personnel to enroll in another SpringCM class offering. If the training credit is not used within such one-year period, the training credit on the customer's account will expire and be forfeited.

If training for an enrolled class participant is not cancelled or rescheduled as described above at least 15 calendar days before the start date of the scheduled class, the full fees for the class will be charged (regardless of whether the enrolled participant or a substitute, as described below, attends the class), and no training credit or refund will be issued.

Substitution of class participants may be made at no charge at any time prior to the scheduled start date of the class, by sending an email identifying the customer, class, and applicable individuals to [training@springcm.com](mailto:training@springcm.com).

This training cancellation policy applies to both ILT provided onsite at any location and virtual ILT classes that combine the applicable class curriculum into a training session. Class registrants shall not be permitted to make up missed curriculum topics or missed class days, or to transfer any class segments or scheduled days to another class.

SpringCM reserves the right to add, change, or cancel training classes offered by SpringCM, scheduled class dates, and class fees at any time (except that SpringCM may not change the class fees payable for any given class or course after the participant has enrolled in the class). If SpringCM changes a training class or scheduled class dates after any participant has enrolled in the class, SpringCM will notify all then-enrolled class participants of the change.

## Private Group Training

If a customer desires to cancel or reschedule any group training event scheduled to be privately provided by SpringCM specifically for such customer, the customer must notify SpringCM as soon as possible, by sending an email to [training@springcm.com](mailto:training@springcm.com). If the customer notifies SpringCM as described above of the cancellation or desired rescheduling of any such private group training event at least 15 calendar days before the scheduled start date of the event, then the customer will be charged, as a cancellation fee, 50 percent of the fees that were to be charged by SpringCM for the training event (based on the previously agreed upon total fees or

number of attendees) and any nonrefundable travel expenses that have been incurred by SpringCM's instructor team.

If a customer cancels or reschedules a private group training event with less than 15 calendar days remaining before the scheduled start date of the event, then the customer will be charged, as a cancellation fee, the total amount of the fees that were to be charged by SpringCM for the training event (based on the previously agreed upon total fees or number of attendees) and any nonrefundable travel expenses that have been incurred by SpringCM's instructor team.

Any cancellation fees charged to the customer hereunder are nonrefundable and will not be applied as a credit to the customer's account or to the fees for any rescheduled or other training event or class.

### **Online Self-Paced Training**

SpringCM may offer online self-paced training on a subscription basis. It is solely the responsibility of the applicable customer and individual enrollee to use any purchased online training within the relevant subscription period. Subscriptions to online self-paced training cannot be cancelled, and the fees for any such training are nonrefundable.

### **General Terms**

Any training provided by SpringCM and the fees and charges for any such training are governed by and subject to the terms of any Master Subscription and Services Agreement or other relevant written agreement (if any) in effect between SpringCM and the applicable customer at the time of such training.