
Cancellation/Reschedule by Customer

- Class registrations are not confirmed until billing information received in full.
- Customer request to cancel or reschedule a class must be submitted via email with the word Cancellation in the subject line to the correct regional email below. Cancellations are not accepted by phone.
Europe, Middle East and Africa: TrainingEMEA@salesforce.com
Asia Pacific: apactraining@salesforce.com
North America: trainingregistration@salesforce.com
- Customer may substitute registered course attendee(s) without charge.
- Customer request for class cancellation must be received by salesforce.com at least 14 full calendar days prior to scheduled start date in order for customer to receive a full refund/credit of registration fees paid.
- Cancellation requests less than 14 full calendar days prior to the class start date are billed 50% of the registration fee. No shows to class will be billed the full registration fee. Cancellation or no show fees cannot be applied towards future classes.
- This cancellation policy applies to both onsite and virtual classes. For virtual classes which contain multiple segments, students shall not be permitted to make-up missed segments or transfer dates from one class segment to another class.

Cancellation by salesforce.com

- Salesforce.com reserves the right to cancel any training course due to insufficient enrollment by providing notice to customer at least 7 calendar days prior to scheduled commencement date.
- In the event of cancellation by salesforce.com, customer may elect to receive a full refund of registration fees paid or credit toward alternative class(s).
- Salesforce.com will not be responsible for non-refundable tickets purchased or reservations made by customer.

You hereby agree to permit salesforce.com to provide registration information (excluding payment information) to applicable Authorized Training Center partners for purposes of teaching salesforce.com training classes. Please refer to the salesforce.com Privacy Policy posted on our website www.salesforce.com for more information.