

3 February 2020

LogRhythm University Cancellation Policy



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DATE CREATED	POLICY NAME
10/18/2019	LogRhythm University Cancellation Policy
VERSION NO.	CREATED BY
5	LogRhythm Training
	PROCESS OWNER
	Project Manager
DATE OF LAST UPDATE	LAST UPDATED BY
1/29/2020	LogRhythm Training

GENERAL POLICY

To be flexible and accommodating with student schedules, most of the training classes are offered multiple times throughout the quarter. To cancel a session within the cancellation window, students would access the LogRhythm University portal. Then, locate the scheduled class in the My Learning section on the home page. The student would then click on the drop-down menu next to the class title and click on the Drop option. **LogRhythm does reserve the right to cancel any training class due to lack of registrations a minimum of 15-business days prior to the start of class for in-person and Private Training classes.** The minimum class registrations for in-person classes is four students and the minimum for virtual classes is three students. The Training Cancellation Policy varies based on the type of training being conducted as defined below:

IN-PERSON CANCELLATION POLICY	<p>In-person training is defined as any training offered at a physical LogRhythm location or other physical location provided by LogRhythm, and is open to all customers partners, and employees to attend. Students must cancel their registration in LogRhythm University for in-person training at least 10-business days prior to the date that the training is scheduled to begin.</p> <p>If a cancellation is made in fewer than 10-business days prior to the scheduled start of training class start date, the student will be charged in full for the cancellation. LogRhythm does reserve the right to cancel any In-Person training class due to lack of sufficient registrations, no later than 10 business days prior to the first day of class. At the time of cancellation, optional class dates will be provided.</p> <p>***Please Note: ***</p> <p>LogRhythm will not be responsible for lost travel. To protect against any unforeseen events LogRhythm strongly advises all customers and partners to book refundable travel only.</p>
PRIVATE TRAINING CANCELLATION POLICY	<p>Private training is defined as any training that is performed at a customer or partner's physical location and is only open to that customers personnel to attend. Because travel arrangements and preparatory work is required well in advance of showing up at the customer site, all requests for cancellations of private training must be received at least 15-business days prior to the date the training is scheduled to begin.</p> <p>If a cancellation is made in fewer than 15-business days prior to the scheduled class start date, the customer or partner will be charged in full for the cancellation.</p>
VIRTUAL TRAINING CANCELLATION POLICY	<p>Instructor-led virtual training is defined as courses delivered by an instructor remotely to customer and partner attendees located in various physical locations. Students must cancel their registration in LogRhythm University no later than two business days prior to the scheduled start date of training.</p> <p>If a cancellation is not made 2-business days prior to the scheduled start date, the student will be charged for the class in full. LogRhythm does reserve the right to cancel any Instructor-Led Virtual training class due to lack of sufficient registrations, no later than 10 business days prior to the first day of class. At the time of class cancellation, optional class dates will be provided.</p>

