

SALTSTACK TRAINING SERVICES POLICIES

I. In-Person or Virtual Course Cancellation Policy

A. Cancellation

You may cancel your registration for in-person or virtual course training services by sending written notice to SaltStack at: info@saltstack.com. If SaltStack receives notice of cancellation more than 10 business days prior to the course start date, Customer will be entitled to a full refund of the training course fee. If SaltStack receives notice of cancellation between 10 business days and 6 business days prior to the course start date, Customer will be entitled to a refund equal to 50% of the training course fee. If SaltStack receives notice of cancellation 5 business days or less prior to the course start date, Customer will not be entitled to any refund. Postponements and requests to reschedule training courses are treated as cancellations for purposes of this policy.

SaltStack reserves the right to cancel a scheduled training course up to 10 business days prior to the course start date. In the event that a course is cancelled by SaltStack, SaltStack will either (i) work with the Customer to secure registration for a future delivery date of the training course or (ii) refund the applicable fee in full to Customer.

II. On-Site Course Policies

A. Cancellation

Once delivery dates for private on-site course training services have been confirmed in writing between Customer and the SaltStack professional services. Customer must notify the professional services department in writing of any cancellations. If SaltStack receives notice of cancellation more than 10 business days prior to the course start date, no cancellation fee will be due. If SaltStack receives notice of cancellation between 10 business days and 6 business days prior to the course start date, a cancellation fee equal to 50% of the fee will be due and payable. If SaltStack receives notice of cancellation 5 business days or less prior to the course start date, a cancellation fee equal to 100% of the course fee will be due and payable. SaltStack will deliver an invoice with respect to any applicable cancellation fee for courses. Invoices for cancellation fees are due and payable within thirty (30) days of the applicable invoice date. Any postponements and requests to reschedule courses are treated as cancellations for purposes of this policy.

B. Facilities and Logistics

Customer is responsible for providing a suitable onsite classroom facility for On-Site Courses. In the event Customer cannot do so for any reason, Customer will pay any and all fees associated with renting a 3rd party training facility and appropriate training systems either through SaltStack or a third party as may be required to deliver the Private Course.

Customer will set up and test the lab environment for the courses prior to the course start date in accordance with the set up guide and technical specifications provided to Customer by SaltStack. This helps to ensure attendees can effectively conduct labs during the course.

SaltStack will send Customer a pre-engagement logistics survey to gather necessary information for successful delivery of the course. Customer will provide logistical details and information, as reasonably required and requested by SaltStack, to help ensure all preparations and any required follow-up activities can be handled in a timely fashion. Such information may include, but is not limited to, course location address, total number of student attendees, attendee email addresses (if e-books are requested) and confirmation of final attendee counts in the course.