



1621 N 34th St, Seattle, WA 98103

Tableau Professional Services Cancellation Policy

- Requests to cancel or reschedule an engagement must be submitted via email with the word cancellation or reschedule in the subject line to globalservices@tableau.com. These requests are not accepted by phone or voicemail.
- Services are confirmed when payment information is verified.
- If you cancel or reschedule an engagement within six to ten (6-10) business days of the Start Date you shall pay Tableau any related nonrecoverable travel expenses incurred by Tableau.
- If you cancel or reschedule an engagement within one to five (1-5) business days of the Start Date you shall pay Tableau 50% of the cost of the engagement plus any related nonrecoverable travel expenses incurred by Tableau.
- If you cancel or reschedule an engagement within 24 hours of the Start Date/Time you shall pay Tableau 100% of the cost of the engagement plus any related nonrecoverable travel expenses incurred by Tableau.

Tableau Onsite Training Cancellation Policy

- Requests to cancel or reschedule an engagement must be submitted via email with the word cancellation or reschedule in the subject line to globalservices@tableau.com. These requests are not accepted by phone or voicemail.
- Onsite Training is confirmed when payment information is verified.
- If you cancel or reschedule an engagement within six to ten (6-10) business days of the Start Date you shall pay Tableau any related nonrecoverable travel expenses incurred by Tableau.
- If you cancel or reschedule an engagement within one to five (1-5) business days of the Start Date you shall pay Tableau 50% of the cost of the engagement plus any related nonrecoverable travel expenses incurred by Tableau.
- If you cancel or reschedule an engagement within 24 hours of the Start Date/Time you shall pay Tableau 100% of the cost of the engagement plus any related nonrecoverable travel expenses incurred by Tableau as a result.

Tableau Instructor-led Online or Classroom Training Cancellation Policy

- Requests to cancel or reschedule a class must be submitted via email with the word cancellation or reschedule in the subject line to globalservices@tableau.com. These requests are not accepted by phone or voicemail.
- Registrations are confirmed when registrant information has been received in full and payment information is verified.
- You may substitute registered course attendee(s) without charge.
- You may cancel or reschedule a class at no charge up to 6 business days before the class Start Date.
- If you cancel a class within one to five (1-5) business days of the Start Date you will be refunded 50% of the cost of the class. If you paid for the class with a purchase order you will be billed 50% of the class fee.
- If you cancel a class within 24 hours of the Start Date/Time you will forfeit 100% of the cost of the class. If you paid for the class with a purchase order you will be billed 100% of the class fee.
- You may reschedule a class at no charge up to six (6) business days in advance.
- No shows will forfeit 100% of the cost of the class.
- If you reschedule a class within 1-5 days of the class Start Date you will be refunded 50% of your payment. You will need to schedule and pay for the next class you wish to take.

Cancellation by Tableau Software

- Tableau reserves the right to cancel any class due to insufficient enrollment by providing notice to you at least six (6) business days prior to scheduled commencement date.
- In the event of cancellation by Tableau, you may elect to receive a full refund of registration fees paid or credit toward alternative class(es).
- Tableau will not be responsible for non-refundable transportation, lodging, or other costs related to a cancelled class.