



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.

Cancellations and Use of the Tableau Training Pass

- You may register for multiple courses at once, i.e., you may register for Desktop I and Desktop II. But, you may not register for the same course more than once at the same time, i.e., if you register for Desktop I, you may not register for Desktop I again unless you have cancelled or completed your first registration. If you have more than one active registration for the same course, Tableau may notify you. If you do not respond within 48 hours to confirm which course you wish to take, Tableau may unregister you for all of the course(s) except the one that is soonest on the schedule.

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.