



Tableau Private 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 your class is confirmed either by signing an Order Form or by confirming in email for Private Training scheduled via Learning Credits redemption.
- If you cancel or reschedule an engagement with more than thirty (30) business days from the Start Date you shall pay Tableau 25% of the total list price.
- If you cancel or reschedule an engagement within fourteen to thirty (14-30) business days of the Start Date you shall pay Tableau 50% of the total list price.
- If you cancel or reschedule an engagement within one to thirteen (1-13) business days of the State Date you shall pay Tableau 75% of the total list price.
- 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.
- 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.
- Public class cancellation requests must be received at least 14 calendar days prior to the first day of the class to avoid a cancellation fee. Any cancellations after 14 days are subject to a 50% charge. You can submit a case to globalservices@tableau.com to request a cancellation.
- No shows or day-of cancellations will be charged the full class booking fee.
- ≥ 14 days before = no charge
- < 14 days before = 50% booking fee
- No-show = 100% booking fee is assessed
- The class attendee or primary decision-maker is permitted to reschedule no less than 14 days prior to their first day of the class.
- 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.

Tableau Exam Readiness Policies

- Notwithstanding anything to the contrary in your license agreement with Tableau, all Exam Readiness packages are subject to Section 9 of the End-User License Agreement available at www.tableau.com/eula (“EULA”). Your use of the Tableau website is subject to any terms posted thereon, including without limitation any Terms of Service and Privacy Policies. If you are redirected to any other website, use of such website may be subject to any terms posted thereon.
- Your use of the Exam Readiness package is limited to the term and number of Authorized Users purchased. Notwithstanding anything to the contrary in the EULA, log-in credentials for the Exam Readiness package may not be shared and may not be transferred or reassigned to different or additional individuals, and Training materials provided with or downloaded from the Exam Readiness package may not be shared.
- Subscription terms are subject to change. Please reference your specific product terms found at www.tableau.com/learn for any changes.

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 canceled 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.
- Notwithstanding anything to the contrary in your license agreement with Tableau, all Training Pass offerings are subject to Section 9 of the End-User License Agreement available at www.tableau.com/eula (“EULA”). Your use of the Tableau website is subject to any terms posted thereon, including without limitation any Terms of Service and Privacy Policies. If you are redirected to any other website, use of such website may be subject to any terms posted thereon.
- Your use of the Training Pass is limited to the term and number of Authorized Users purchased. Notwithstanding anything to the contrary in the EULA, log-in credentials for the training pass may not be shared and may not be transferred or reassigned to different or additional individuals, and Training materials provided with or downloaded from the training pass may not be shared.
- Subscription terms are subject to change. Please reference your specific product terms found at www.tableau.com/learn for any changes

Cancellation by Tableau Software

- SFDC reserves the right to cancel any class due to insufficient enrollment by providing notice to the Customer at least six (6) business days prior to the scheduled commencement date. In the event SFDC cancels the class, the Customer may elect to receive a full refund of registration fees paid or credit toward an alternative class(es). SFDC will not be responsible for non-refundable transportation, lodging, or other costs related to a canceled class.
- In the event of cancellation by Salesforce, keep in mind:
 - You may elect to receive a full refund of registration fees paid or credit toward alternative class(es).
 - SFDC will not be responsible for non-refundable airline tickets purchased or accommodations placed by the customer.
 - If the class is canceled due to circumstances beyond reasonable control, (e.g. weather, natural disaster), you are entitled to a full class credit which must be used within 3 months of the date of

the original class for another class offered by Tableau. You will receive an automated email from us letting you know your class has been canceled.