

**PAYMENT IN FULL** must be received no later than five (5) business days prior to class start. Payments may be made by credit card, check, money order or purchase order (PO), in US Dollars. Seats are not confirmed until payment is received. If class meets capacity prior to receipt of payment, the learner will be immediately informed and sent information on the next available class. If payment has not been received at class start, the learner can attend the class, but will not be eligible to sit for the examination until payment has been received. Learner and/or Learner's organization will be responsible for all learner travel and expense, where applicable.

**CANCELLATION:** Once payment and/or PO is received, registration may be cancelled by giving us WRITTEN NOTICE at least 15 business days prior to start. Learner will be issued a 12 month voucher, for a future class of equal value. Full refunds are available only to purchasers of single classes, and are at the discretion of ITSM Academy.

**RESCHEDULING:** If 15 business days written notice is not given, ITSM Academy will treat it as a class reschedule. Registration may be rescheduled one (1) time and the learner will be issued a 12 month voucher. If the learner is unable to attend a rescheduled class, they may substitute an alternate attendee, or else forfeit the voucher and no refund will be provided.

### DISCOUNT PASSES TERMS AND CONDITIONS:

**Individual Pass - ITIL Expert Pass, PassPLUS, Agile Pass and Agile PassPLUS:** are valid for two years from date of attendance in first class. The Pass clock starts when the learner attends the first class, runs 24 months from that date. Seats are not transferrable unless the candidate leaves the organization, then the balance of money left on the Pass can be put toward other public training, at the published price. **RESCHEDULING:** Learners are awarded two (2) exam retakes and one (1) reschedule (inside of the 15 day window) per Pass, at no charge. If for some reason, the learner requires a second reschedule, a reactivation fee of 10% of the Pass cost will be required. Payment in full must be received prior to the learner attending their next class. No refunds will be issued for this or any Pass.

**Team Pass - Corporate Pass:** Unless otherwise indicated, Corporate Passes are valid for 12 months; the Pass clock starts when the first learner attends the first class, and it runs from 12 months from that date. Once a learner has attended their first class, they may not be substituted for another learner. **RESCHEDULING:** Two (2) reschedules are awarded per Pass at no charge. If for some reason, a learner is unable to attend a scheduled class (after the second reschedule), another learner must be substituted into the seat. If the learner no-shows, a reactivation fee of 10% of the Pass cost will be required. Payment in full must be received prior to the next learner attending class. No refunds will be issued for this or any Pass.

**Volume Discounted Seats - Sand\$Dollars:** Unless otherwise indicated, Sand\$Dollars are valid for 24 months; the Pass clock starts when the first learner attends the first class, and it runs from 24 months from that date. **RESCHEDULING:** One (1) reschedule is awarded per Pass at no charge. If for some reason, a learner is unable to attend a scheduled class (after the first reschedule), another learner must be substituted into the seat. If the learner no-shows, a reactivation fee of 10% of the Pass cost will be required. Payment in full must be received prior to the next learner attending class. No refunds will be issued for this or any Pass.

**A class is considered scheduled when the learner receives their welcome email. Learners should only commit to classes they are prepared to attend.**

For virtual class registrations, if the materials were shipped, and the Learner Manual has been updated to a new version, there will be a \$75 fee for shipping a new set of materials. This processing fee must be paid prior to the shipment of the new Learner Manual.

**REIMBURSEMENTS:** We reserve the right to cancel class up to 10 business days prior to start. We will refund course fee(s) in full, or move the registration to the next available class. ITSM Academy's liability is limited to course fee(s) only and cannot be held liable for airfare, lodging or other related expenses, including any airline penalties incurred. **Pass Holders:** If class is cancelled, no refund is applicable as the registration will be rolled to the next available class. If applicable, the expiry date on a voucher/pass could be extended accordingly.

**PREREQUISITE:** Many ITSM Academy Certification courses have educational prerequisites. Please refer to our website, or contact us with any questions.