

Thank you for registering for an ITSM Academy Open Enrollment Class.

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) and ONLY in US Dollars. Seats are not confirmed until payment is received. If class meets capacity prior to receipt of payment, you will be immediately informed and sent information on the next available class.

CANCELLATION: Once payment is received, registration may be cancelled by giving us WRITTEN NOTICE at least 15 business days prior to start. You will be issued a full refund, or 12 month voucher for a future class of equal value. If 15 business days written notice is not given, ITSM Academy will issue a 12 month voucher.

RESCHEDULING: Once payment and/or PO is received, registration may be rescheduled one (1) time by giving us WRITTEN NOTICE at least 15 business days prior to class start. If you request a 2nd reschedule, no refund can be provided and class seats being held with a PO will be billed at the agreed to rate. You may substitute an alternate attendee at any time.

ITIL Expert Pass and Sand\$ Holders: As a benefit to those holding an ITSM Academy Pass, rescheduling holds no penalty.

REIMBURSEMENTS: We reserve the right to cancel class up to 10 business days prior to start. We will refund course fee(s) in full. 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.

ITIL Expert Pass and Sand\$ Holders: If class is cancelled, no refund is applicable as your registration will be rolled to the next available class.

PREREQUISITE: Many ITSM Academy Certification courses have educational prerequisites. Please refer to our website, or contact our Public Education Manager, if you have any questions.

Thank you again. We look forward to having you in class!

SPECIAL PROGRAM TERMS AND CONDITIONS:

"Early Bird's" Registration are only available for select courses/dates and can expire at any time. To secure your discount, please be sure to submit payment as soon as possible. For learners who register with check/PO, the discount will only apply for 30 days from date of invoice.

Sand\$ Vouchers are valid for 12 months from date of issue. You can substitute an alternate attendee at any time up until the 6th person has attended a course. No refunds will be issued.

ITIL Expert Passes do not expire and are non-transferable. In the event you are unable to complete your training path, a refund will be issued, less the retail value of the classes attended.