



Cancellation Policy

Revised 10-April-2019

BOOKING YOUR COURSE. Course bookings can be made by completing, scanning and emailing this form to: [Teradata Training Coordinator](#). Provisional bookings can only be held for 48 hours.

CONFIRMATION. Confirmation of the booking and full joining instructions will be sent out two weeks prior to the start date.

PUBLIC INSTRUCTOR LED COURSE CANCELLATION POLICY. Cancellations must be confirmed in writing within 48 hours. To avoid charges, enrollments must be canceled no later than 10 business days prior to the start of the class.

Confirmed students who cancel or reschedule within the last 10 business days prior to the start of a class will be charged full tuition, but may reschedule to a later date within six months from the original course date at no extra charge. This fee will not apply if a substitute takes the student's place.

Confirmed students, who fail to attend a class (no-shows) and do not cancel will be charged full tuition.

Student substitutions may be made at any time without penalty. Please inform the reservation center in advance so that the materials will be ready for students when they arrive.

PRIVATE INSTRUCTOR LED SESSION CANCELLATION POLICY. Substitution is allowed from within the same company (Teradata Education must be notified).

Cancellations / rescheduling must be confirmed in writing within 48 hours.

For cancellations / rescheduling received after confirmed booking the expenses of Teradata Education will be charged.

A cancellation/ rescheduling of a confirmed training 10 business days or less before the training starts will result in 100% payments of the agreed price.

Students attending only part of the course will be charged the full course fee.

PRIVATE ON-SITE INSTRUCTOR LED SESSION COURSE LOGISTICS. The final logistics worksheet must be sent to the Teradata Customer Education Delivery Manager 10 business days prior to the start of the class. If the notification period is shorter than ten business days, rush printing and shipping charges for course materials will be billed to the Customer. TERADATA will charge the number of class seats based on the final student count indicated on the Logistics Worksheet.

TERADATA CANCELLATION. TERADATA reserves the right to cancel any class with a minimum of 10 business days' notice to confirmed students. All monies will be refunded if you do not wish to transfer to an alternative date. TERADATA cannot accept responsibility for penalties associated with advance travel ticket purchases.

TERMS FOR TRAINING SERVICES. All courses and courseware materials, on any medium, are the intellectual property of TERADATA and protected under copyright laws. Courseware materials may not be duplicated or altered without written permission from TERADATA Customer Education. No portion of the class may be recorded.

PREREQUISITE TRAINING. For the benefit of all our customers, TERADATA Education reserves the right to require prerequisite training on certain courses. This will ensure all students have a minimum level of knowledge before undertaking key programs. Exemptions to this requirement may be based upon a student's previous work experience and can only be agreed in advance with the TERADATA Customer Training Manager.

FEES. All course fees are exclusive of VAT. Students attending only part of the course will be charged the full course fee. Invoicing will occur upon receipt of your purchase order. Payments are due within 30 days after invoice date.

LIABILITY. TERADATA's liability is unlimited in cases of personal injury including death caused by TERADATA willful misconduct and gross negligence. To the maximum extent permitted by law, in no event will Teradata be liable for any special, punitive, exemplary, economic, incidental, indirect or consequential loss or damages or any loss of profit, loss of revenue, loss of interest, loss of data, loss of use, loss of goodwill or business opportunities, which arise directly or indirectly, out of or in connection with the provision of any services or training course. In all other cases TERADATA's liability is limited to the amount paid by Customer under the Purchase Order at issue. All implied conditions, representations, warranties or undertakings (whether statutory or otherwise) are to the fullest extent permitted by law, expressly excluded.