

### GENERAL:

**PAYMENT IN FULL** must be received no later than five (5) business days prior to class start. Seats are not confirmed until payment is received. If payment has not been received at class start, the learner(s) 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.

**PAYMENTS.** Payments may be made by ACH, credit card, PayPal, check or purchase order (PO) in US Dollars.

**CANCELLATION.** ITSM Academy reserves the right to cancel any class up to 13 business days prior to start. If class is cancelled, no refund is applicable as the 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 us with any questions.

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

### INDIVIDUAL SEAT:

**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. Additionally, an alternate attendee may be substituted for the original learner.

**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 which can be applied to any class of equal or lesser value. 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.

### LEARNING CREDITS:

[WWW.ITSMACADEMY.COM/CREDITS](http://WWW.ITSMACADEMY.COM/CREDITS)

**CANCELLATION/RESHEDULING.** Seat registration may be cancelled by giving us WRITTEN NOTICE at least 15 business days prior to start. If this notice is not provided, and an alternate attendee is not substituted into the class, the Credits are considered consumed and therefore forfeited.

**REFUNDS.** No Learning Credit refunds are provided; however, learner substitutions are always allowed.

#### Credits are:

- Valid for two years from date of attendance in first class.
- The "clock" starts when the first learner attends the first class, and seat registrations will be accepted for 24 months from that date. By the end of the 24-month term, any unused Learning Credits must be scheduled for future class seats or shall expire with no further credit or refund.