



Training Class Cancellation Policy

This policy will define how training class cancellations are handled. This policy covers ABB's cancellation of a class, minimum student enrollment requirements, cancellation by student, and customer specific class cancellation.

Class Cancellations (by ABB):

It is our intent to avoid cancellation or rescheduling of any training events. Unfortunately circumstances occasionally require us to cancel or reschedule class.

Instructor-led classes are student-enrollment dependent. **Class enrollment closes 3 weeks prior to start date to meet class logistics.** The required minimum student enrollment is ten (10) students for instructor-led classes. Classes with enrollment of less than ten (10) students are subject to cancellation or rescheduling at the discretion of the training manager.

Classes will be cancelled no less than twelve (12) business days before the scheduled start day of class. Cancellation notices will be sent to enrolled students by email, to the address provided at the time of enrollment / registration in the learning management system.

As circumstances may require us to cancel or reschedule classes; please consider this when arranging travel. **We are not liable for any expenses incurred due to class re-scheduling or cancellation.**

Class Cancellations (by Student):

We request students cancel enrollment online as soon as possible. All classes have limited seating, so in the event you cannot attend please allow room for other students to participate, by canceling your enrollment.

Student cancellations received thirteen (13) business days (3PM CST) prior to the start of the class will not be billed.

Student cancellation received twelve (12) business days or less prior to the start of class will be billed for the full value or published tuition cost, accordingly. In addition to tuition fees, an additional \$1000 will be billed for the shipment of equipment and manuals to and from the student's location. Training services will be discontinued until payment is confirmed.

Class No Show (by Student):

Students who do not cancel before the scheduled start of class will be billed for the full value or published class tuition. There is no credit or refund of tuition due to failure to attend without notice. Training services will be discontinued until payment is confirmed.

Customer Class Cancellations (by customer):

Regional and customer specific classes are scheduled per customer's request. These classes entail additional cost investment for ABB and therefore have a specific cancellation policy.

Regional and customer specific classes cancelled 15 – 6 business days prior to the start of class will incur a 50% cancellation fee of the total original or quote price. This fee is not refundable, nor may it be credited to any other class tuition.

Regional and customer specific classes cancelled five (5) business days or less before the start of class will incur a 100% cancellation fee of the total original or quote price. This fee is not refundable, nor may it be credited to any other class tuition.