
Zywave Professional Services Cancellation Policy

CANCELLATION OF TRAINING AT ZYWAVE

By Customer

In the event Customer has submitted payment for training fees, Zywave shall promptly refund all training fees paid to Zywave, less the cancellation fees due, or shall issue a credit, at Customer's option. Customer shall notify Zywave of any cancellation or intent to reschedule by contacting the Partner Service Center at support@zywave.com or 866-499-9283. In the event Customer notifies Zywave of its intent to cancel or reschedule a registrant's attendance at Zywave Product Certification Training less than ten (10) days business prior to the date training is scheduled to begin, Customer shall pay Zywave a cancellation fee in the amount of two hundred dollars (\$200) per registrant. In the event Customer cancels or reschedules three (3) or more registrants' attendance for the same training session five (5) business days or less prior to the date of training, Customer shall pay Zywave a cancellation fee in the amount of four hundred dollars (\$400) per registrant.

By Zywave

In the event Customer has submitted payment for training fees, Zywave shall promptly refund all training fees paid to Zywave or shall issue a credit, at Customer's option. Zywave reserves the right to cancel or reschedule training. Zywave will notify registrants of any cancellation or change in schedule by contacting them at the email address provided at the time of registration. In the event Zywave notifies registrants of its intent to cancel or reschedule Zywave Training less than ten (10) days prior to the date training is scheduled to begin, Zywave shall reimburse Customer only for any change fees associated with re-booking airline tickets incurred by Customer for employees scheduled to attend training. Zywave's obligation to reimburse Customer for change fees shall not exceed two hundred dollars (\$200) per Customer employee.

CANCELLATION OF TRAINING AT CUSTOMER LOCATION

By Customer

Customer shall notify Zywave of any cancellation or intent to reschedule by contacting their training coordinator. In the event Customer notifies Zywave of its intent to cancel or reschedule a registrant's attendance at Zywave Training less than ten (10) days business prior to the date training is scheduled to begin, Customer shall reimburse Zywave in an amount equal to any nonrefundable travel expenses incurred by Zywave.

By Zywave

Zywave reserves the right to cancel or reschedule training. Zywave will notify registrants of any cancellation or change in schedule by contacting them at the email address provided at the time of scheduling. In the event Zywave notifies registrants of its intent to cancel or reschedule Zywave Training less than ten (10) days prior to the date training is scheduled to begin, Zywave shall reimburse Customer only for any change fees associated with re-booking airline tickets incurred by Customer for employees scheduled to attend training. Zywave's obligation to reimburse Customer for change fees shall not exceed one hundred dollars (\$100) per Customer employee.

CANCELLATION OF REGISTRATION FOR LIVE ZYCONNECT WEBINAR

Zywave reserves the right to deduct an hour from the Professional Services hours allotted, on a per registered participant basis in the event that a registered participant does not give a cancellation notice of at least twenty-four (24) hours prior to the scheduled start time of the ZyConnect.

TRAINING INFORMATION AND CONTACTS

Review training options on the Zywave website or contact our Partner Service Center at 1-877-MYZYWAVE.