

## *Zywave<sup>®</sup> Professional Services Cancellation Policy*

### **Notification of Cancellation**

Customer shall notify Zywave of any cancellation or intent to reschedule by contacting the Partner Service Center at [support@zywave.com](mailto:support@zywave.com) or 866-499-9283, or by contacting the designated training coordinator. Zywave shall notify Customer of any cancellation or intent to reschedule by contacting the designated person at Customer's office. Zywave reserves the right to cancel or reschedule training.

### **Cancellation of Training At Zywave**

#### **By Customer**

In the event Customer notifies Zywave of its intent to cancel or reschedule training more than ten (10) business days prior to the date of training, Zywave shall promptly refund any training credits paid to Zywave. In the event Customer notifies Zywave of its intent to cancel or reschedule training less than ten (10) days business prior to the date training is scheduled to begin, Customer shall be charged a penalty of two (2) credits per registrant.

#### **By Zywave**

In the event Zywave notifies Customer of its intent to cancel or reschedule training more than ten (10) business days prior to the date of training, Zywave shall promptly refund any training credits paid to Zywave. In the event Zywave notifies registrants of its intent to cancel or reschedule training less than ten (10) days prior to the date training is scheduled to begin, Zywave shall reimburse Customer for any credits paid and 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**

In the event Customer notifies Zywave of its intent to cancel or reschedule training more than ten (10) business days prior to the date of training, Zywave shall promptly refund any training credits paid to Zywave. In the event Customer notifies Zywave of its intent to cancel or reschedule a registrant's attendance at training less than ten (10) business days

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 and shall be refunded any fees or credits paid, less a penalty of twenty five percent (25%) of either the session fee or the credits quoted, whichever is applicable

#### **By Zywave**

In the event Zywave notifies Customer of its intent to cancel or reschedule training more than ten (10) business days prior to the date of training, Zywave shall promptly refund any training credits paid to Zywave. In the event Zywave notifies registrants of its intent to cancel or reschedule training less than ten (10) business days prior to the date training is scheduled to begin, Zywave shall reimburse Customer for any fees or credits paid to Zywave and 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 Registration for Online Training**

Zywave reserves the right to deduct one (1) credit for any paid online training, 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 online training session.

### **Training Information and Contacts**

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