

**LogRhythm General
Training
Cancellation Policy
2019**

LogRhythm General Training Cancellation Policy

To be as flexible and accommodating with student's schedules, most training classes are offered multiple times each month or quarter. LogRhythm reserves the right to cancel any training class due to lack of registrations a minimum of 10 business days prior to the start of the class. The minimum class registrations for most classes is five students.

Cancellation Policy

The Training Cancellation Policy varies based on the type of training being conducted as addressed below:

In-Person Training Cancellation Policy

In-person training is any training offered at a LogRhythm location or other location set up by LogRhythm.

All requests for cancellations of in-person training must be received at least 10 business days in advance of the date the training is scheduled to begin.

If cancellation is made fewer than 10 business days prior to the scheduled start of training, LogRhythm will make reasonable attempts to fill the allotted training seats/session with other customers. If LogRhythm does not fill the seats/session then the customer will be charged for the cancelled session.

LogRhythm reserves the right to cancel any In-person training class due to lack of registrations within 10 business days' notice; at time of cancellation optional class dates will be provided.

Onsite Training Cancellation Policy

Onsite training is any training that is performed at a customer's site. Because we have to make travel arrangements and perform preparation work well in advance of showing up at the customer site, all requests for cancellations of onsite training must be received at least 15 business days in advance of the date the training is scheduled to begin.

If a cancellation is made fewer than 15 business days prior to the scheduled start of training, the customer will be charged the full cost for the cancelled session.

Instructor-Led Virtual Training Cancellation Policy

To be as accommodating as possible to students that might be on a waitlist to attend a training session, all requests for cancellations of instructor-led virtual training must be received at least 10 business days in advance of the time the training is scheduled to begin.

If cancellation is made less than 10 business days prior to the scheduled start of training, LogRhythm will make reasonable attempts to fill the allotted training seats/session with other customers. If LogRhythm does not fill the seats/session then the customer will be charged for the cancelled session.

LogRhythm reserves the right to cancel any Instructor-Led Virtual training class due to lack of registrations within 10 business days' notice; at time of cancellation optional class dates will be provided.

If you need to cancel a session, please contact training@logrhythm.com or call us at +1 720-881-5273.