

# Cancellation & Refund Policy: Training

We understand that, sometimes, plans change. You can cancel or reschedule a Training by way of written notice at [enquiretraining@xebia.com](mailto:enquiretraining@xebia.com). In this event, we accept a withdrawal period of 14 days. This withdrawal period starts when we have received your written application after receiving such notification. Within the period of 14 days, you can opt for a different Training Delivery Date (if provided by us) or cancel the Training and receive a full refund. Refunds will be made on the basis of the applicable cancellation terms as mentioned below. We strive to maintain the highest standards of quality and as with everything we do at Xebia, **you get a 100% Satisfaction Guarantee.**

The below policy applies to all Xebia's Courses under the categories of Agile Management, Project Management, DevOps, IT Service Management etc.

For any cancellations by participants prior to the course:

<b>Hours prior to course date</b>	<b>% Refund you will receive</b>
More than 1 month	100 %
Less than 1 month but more than 3 weeks	75 %
Less than 3 weeks but more than 2 weeks	50 %
Less than 2 weeks but more than 1 week	25 %
Less than 1 week	0 % refund

**NOTE:**

- All cancellation, rescheduling and substitution requests must be notified to us by email at [enquiretraining@xebia.com](mailto:enquiretraining@xebia.com).
- This withdrawal period of 14 days starts when Xebia has received a notification of your written application.
- You are not eligible for refunds, if you have accessed and downloaded the course material.
- All refunds will be credited back to your account within 10-15 business days of the refund request.
- Refunds or credits for rescheduling the training cannot be issued for non-attendance.

- *Xebia may modify its refund policy at any time without notice, provided however that the Refund Policy in effect at the time of any transaction shall apply to such purchase despite any subsequent change in such policy.*
- *If you do not notify in writing about your cancellation or reschedule, or do not attend the training, you would not be offered a refund, nor the option to reschedule.*

***Cancellations or rescheduling by Xebia***

- *Xebia reserves the right to cancel or reschedule a course at any time, including but not limited to, insufficient registrations, trainer unavailability, or if the trainer could not attend due to unforeseen circumstances.*
- *Xebia is not liable for any direct, indirect, consequential, or special damages that may be incurred due to a cancellation of a scheduled class.*
- *You will not be charged for the training and will be offered full credit to a future workshop or full refund as per your preference.*