

# Course Cancellation Policy

Effective: July 26, 2021

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## Cancellation and Reschedule Policy

### Cancellation or Reschedule Requests

- You will not be charged a fee for a cancellation or reschedule request that is received by Sage Intacct **more than 5 business days** prior to the class start date
  - Requests received **more than 5 business days** prior to the class start date are eligible for a full refund of course fees paid or a credit toward another course
- You will be charged a **\$200 USD rescheduling fee** for:
  - Cancelling and/or rescheduling requests that are received **5 or less business days** prior to the scheduled class start date, or
  - Failing to show up for a class without notice
- Cancellation fees must be paid in full before attending another training
- This cancellation policy applies to all course cancellations and rescheduling, regardless of any course fees.**

### How to Cancel Class Registration

- If there are more than 5 business days before the class start date, your cancellation should be submitted via the Learning Center. To submit your cancellation:
  - Log into your Learning Center account
  - Under your “Current Training” tab find the class you wish to cancel
  - For instructor led virtual class** locate the “Cancel” button, under the Course Details column on the right-hand side that displays the class start date and end date.

The screenshot shows the 'My Learning' dashboard with a table of course registrations. The table has columns for COURSE, LOCATION, STATUS, DATE, and COURSE DETAILS. The second row is highlighted, and the 'Cancel' button in the 'COURSE DETAILS' column is circled in red with a red arrow pointing to it.

COURSE	LOCATION	STATUS	DATE	COURSE DETAILS
<b>Advanced Reporting &amp; Insights</b> 516-57-214-1-80	Virtual Classroom C516S56 Advanced Reporting & Insights Audience Password: learning Audience Audio Information: Phone number: 800.701.0083 Passcode: 3425236	Confirmed	06-Jan-25 - 06-Jan-25 09:00 AM - 12:15 PM Pacific Time (US & Canada)	Course Descripti... Questions Join Sync to Outlook
<b>Advanced Reporting &amp; Insights</b> 516-55-214-8-79	vClassroom Master C516S56 Advanced Reporting & Insights Audience Password: learning Audience Audio Information: Phone number: 800.701.0083 Passcode: 3425236	Confirmed	06-Jan-25 - 07-Jan-25 09:00 AM - 12:15 PM Pacific Time (US & Canada)	Course Descripti... Questions Cancel Join Sync to Outlook View Sub Sched...
<b>Advanced Reporting &amp; Insights</b> 516-58-214-1-81	Virtual Classroom C516S56 Advanced Reporting & Insights Audience Password: learning Audience Audio Information: Phone number: 800.701.0083 Passcode: 3425236	Confirmed	07-Jan-25 - 07-Jan-25 09:00 AM - 12:15 PM Pacific Time (US & Canada)	Course Descripti... Questions Join Sync to Outlook

- If you need to cancel or reschedule a *class 5 business days or less*, please submit your request via email to [training.sageintacct@sage.com](mailto:training.sageintacct@sage.com) and include the following:
  - The word **cancellation in the email subject line**
  - The **course name** and scheduled **date** of the course **in the email body**
- All instructor-led courses fall under this policy

## Refunds and Cancellation Fees

### Refunds for Classes Paid by Credit Card

- Please allow 7 – 10 business days for credit card refunds to be processed
- The amount paid for the class less a \$200 USD cancellation fee will be refunded to your credit card
  - For example: An \$800 USD class will be refunded \$600 USD

### Refunds for Classes Paid by Training Code

- The full amount for the class will be reinstated to the training code and you will be invoiced a separate \$200 USD cancellation fee
    - For example: An \$800 USD class will show a training code reinstatement of \$800 USD. You will be invoiced separately for a \$200 USD cancellation fee.
- Note:** All training codes must be used within 12 months from the date the training code was issued, even if you reschedule or cancel a course.

## Cancellation by Sage Intacct

### Policy for all Instructor-led Courses

- Sage Intacct reserves the right to cancel any training course due to insufficient enrollment
- In the event of cancellation by Sage Intacct, you may elect to receive a full refund of course fees paid or credit toward alternative class(es)
  - Sage Intacct's liability is limited to a full refund of course fees only
- If a training class is cancelled by Sage Intacct due to circumstances beyond its reasonable control (e.g. weather, natural disaster), you are entitled to a credit toward another class that must be used within 12 months

Please review the [Learning Center FAQs](#) or email [training.sageintacct@sage.com](mailto:training.sageintacct@sage.com) with questions