

Anaplan's Training Cancellation and Refund Policy

Anaplan offers three types of training to help our employees, partners and customers:

- On-Demand Training
- Classroom Training
- Private Training (including Launchpad)

On-Demand Training

Our On-Demand classes are automatically available in Anaplan's Learning Center. Follow series of short videos and hands-on activities to complete the course on your own time. On-Demand courses are available at no additional cost to our users.

Classroom Training

Anaplan offers classroom training both in our offices and virtually. Classroom training incurs an enrollment fee.

To provide the most effective and fulfilling learning experience, Anaplan requires a minimum of three registrants in each classroom training session. If the minimum is not met, Anaplan Enablement will issue a cancellation notice via email at least 10 business days in advance of the first day of the class, and will refund any fees paid by the learner.

Learners must register for training at least 48 hours (2 business days) before this training begins to be guaranteed a seat in the course. Anyone who registers with less than 48 hours before the start of the course will be accommodated based on a case by case basis.

If for any reason, a learner can no longer attend a class, the learner must notify Anaplan Enablement (enablement@anaplan.com) at least three business days before the class begins. If a learner cancels less than three days before the class, the learner will incur a cancellation fee of 25 percent of their enrollment fee. If the learner reschedules the training, this fee will be added to the total cost for the new training.

Private Training

Private training is scheduled based on the availability of the customer/partner. Anaplan Enablement works with our customers/partners to accommodate their schedule.

Cancellations or rescheduling for private training or Launchpad classes must be completed two weeks (14 calendar days) before a scheduled start. Any rescheduling or cancellation made within 14 days of the contracted start date is subject to a flat fee of \$1500 and any T&E costs incurred.