

# LogRhythm Training Policy 2013

## LogRhythm Training Policy

LogRhythm is committed to ensuring our customers derive the greatest possible value from their LogRhythm investment. To that end, we develop highly intuitive and feature-rich solutions. We also provide training courses to enable every user to harness the full power of their LogRhythm deployment.

### Cancellation Policy

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

#### **Classroom-based Training Cancellation Policy**

All requests for cancellations of classroom-based 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 Classroom-based training class due to lack of registrations within 10 business days' notice; at time of cancellation optional class dates will be provided.**

#### **Instructor-Led Virtual Training Cancellation Policy**

All requests for cancellations of instructor-led virtual training must be received at least 10 days in advance of the time the training is scheduled to begin.

If cancellation is made less than 10 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 5 business days' notice; at time of cancellation optional class dates will be provided.**

#### **Instructor-Led Web-based Training Cancellation Policy**

All requests for cancellations of instructor-led web-based training must be received at least 24 hours in advance of the time the training is scheduled to begin.

If cancellation is made less than 24 hours 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 web-based training class due to lack of registrations within 24 hours' notice; at time of cancellation optional class dates will be provided.**

If you need to cancel a session, please contact [training@logrhythm.com](mailto:training@logrhythm.com) or call us at +1 303.413.8745, option 4.

### Training Expiration:

Any training not used within 15 months of the purchase date will expire and no longer be available.