

Training Terms and Conditions

Overview

ServiceNow makes available training classes as set forth on its training and certification website at <https://www.servicenow.com/services/training-and-certification.html> . All Training and Certification purchases are valid for twelve (12) months from date of purchase.

Location and Schedule

The location and schedule for the publicly available classes, which are instructor-led classes in a physical and/or virtual classroom environment, are set forth on the training and certification website.

The location and start date (“Start Date”) for the onsite training classes will be coordinated between ServiceNow and Customer.

For onsite classes that are held at a Customer’s location, Customer shall provide ServiceNow a training room with a projector and an adequate Internet connection (including a hard-line connection if WiFi is not adequate) and other requirements or capabilities requested by ServiceNow that are necessary for the training.

Learning Credits

ServiceNow Learning Credits may be redeemed according to the Learning Credit Terms and Conditions set forth at <https://www.servicenow.com/upgrade-schedules.html>. Learning Credits expire twelve (12) months after the date of purchase.

Cancellation and Rescheduling Policy

Customer Cancellation and Rescheduling

All orders are non-cancellable, non-refundable, cannot be used for services other than for those purchased, and not subject to acceptance. All training purchases when ordered must be consumed within 12 months from the effective date of the ordering document. Services are not included in this offering unless specifically identified as included in this document. Any unused training purchases shall expire with no further credit or refund and shall have no value thereafter. ServiceNow requires written notice of a cancellation or reschedule request 14 calendar days prior to the class start date. Customer must send such notice directly to “training@servicenow.com”. Notice received less than 14 calendar days prior to the class start date will result in forfeiture of 100% of all training fees paid, including travel expenses incurred by ServiceNow in support of Customer’s course. Customer shall reimburse ServiceNow or Reseller for all authorized, reasonable and verifiable travel expenses incurred during the performance of the training provided pursuant to redeemed training purchases.

ServiceNow Cancellation

ServiceNow reserves the right to cancel the class at any time more than 14 days prior to the Start Date (“Cancellation”). All registered attendees will be notified by the phone or email record on file with ServiceNow. ServiceNow waives all liability for damages and/or expenses incurred by Customer as a result of the Cancellation. In the event of a Cancellation, upon request, Customer shall be entitled to register for a substitute class to the extent that it is made available.

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Fees paid for ServiceNow training classes may not be used for certification vouchers or custom training solutions delivered under a Statement of Work. If Customer is purchasing: (i) directly from ServiceNow, Customer agrees to pay the total fee amount on the related Order Form, and training classes will be provided on the terms and conditions in the Order Form and the underlying master agreement executed by the parties, if any ("Agreement"); (ii) from a ServiceNow authorized reseller ("Reseller"), the training classes will be provided on the terms and conditions in the Use Authorization as issued by ServiceNow and the Subscription Service Agreement incorporated by reference herein from <https://www.servicenow.com/upgrade-schedules.html>.

All orders are non-cancellable, non-refundable, cannot be used for services other than for those purchased, and not subject to acceptance. All training classes when ordered must be consumed within 12 months from the effective date of the ordering document. Services are not included in this offering unless specifically identified as included in this document. Any unused training classes shall expire with no further credit or refund and shall have no value thereafter. Customer shall reimburse ServiceNow or Reseller for all authorized, reasonable and verifiable travel expenses incurred during the performance of the training classes.