

Vanguard zSecurity University™ Cancellation Policy

This policy describes training class cancellations. Additionally, students may cancel a class in accordance with this policy.

Class Cancellations (by VANGUARD):

VANGUARD is not liable for any expenses incurred due to class re-scheduling or cancellation. VANGUARD reserves the right to cancel or reschedule classes at any time.

If VANGUARD cancels a class in which you are enrolled, you will be contacted at the email address you provided when registering, so please be sure to provide a valid email address.

If VANGUARD cancels or reschedules the class due to weather or unforeseen circumstances beyond the control of VANGUARD, you are entitled to a full refund or a credit to be used by anyone in your organization for another class by December 31st of the following year, but VANGUARD is not responsible for travel arrangements, travel fees, or any expenses incurred by you as a result of such cancellation.

Instructor-led classes are student-enrollment dependent. Classes with insufficient enrollment registrations are subject to cancellation or rescheduling at the discretion of VANGUARD.

Enrollment Cancellations (by Student):

It is requested that students cancel enrollment in writing as soon as possible. All classes have limited seating, therefore, if you are unable to attend, please cancel your enrollment to allow room for other students to participate.

Cancellation and/or reschedule requests must be received in writing by email (TrainingTeam@go2vanguard.com) or fax (702-794-0023). You are responsible for ensuring that VANGUARD receives your written request. VANGUARD will reply with a written acknowledgement.

Student cancellations received fifteen (15) business days or more before the start of the class will not be billed. Student cancellations received between eight to fourteen (8-14) business days before the start of the class will be billed for the full tuition and will receive credit for the same course, to be attended by December 31st of the following year.

Student cancellations received less than 8 business days before the start of the class or students who fail to appear for the class will be billed for the full class tuition. There is no credit or refund of tuition due to late cancellation or failure to attend without notice.

Substitutions (name changes) are accepted at any time prior to the event.