



Professional Services & Training Cancellation Policy

Please carefully review the cancellation policies below with regards to the Professional Services and/or Training Services purchased from Alteryx. In any case, all fees paid to Alteryx for such services are non-refundable.

Alteryx Professional Services Cancellation Policy

- Requests to cancel or reschedule an engagement must be submitted via email to **ps_engage@alteryx.com** with the word “cancellation” or “reschedule” in the subject line. We will not accept requests made by any other methods.
- If you cancel or reschedule an engagement within six to ten (6-10) business days of the Start Date, you shall reimburse Alteryx for any related nonrecoverable travel expenses incurred by Alteryx. You must contact Alteryx within five (5) business days of a cancellation to reschedule; otherwise, any such unused services shall be forfeited.
- If you cancel or reschedule an engagement within one to five (1-5) business days of the Start Date, 50% of the engagement shall be deemed used and you shall reimburse Alteryx for any related nonrecoverable travel expenses incurred by Alteryx. You must contact Alteryx within five (5) business days of a cancellation to reschedule; otherwise, any such unused services shall be forfeited.
- If you cancel or reschedule an engagement within less than one (1) business day of the Start Date/Time 100% of engagement shall be deemed used and you shall reimburse Alteryx for any related nonrecoverable travel expenses incurred by Alteryx.
- If you fail to attend an engagement for any reason, 100% of the engagement shall be deemed used.

Alteryx Onsite Training Cancellation Policy

- Requests to cancel or reschedule an engagement must be submitted via email to **training@alteryx.com** with the word “cancellation” or “reschedule” in the subject line. We will not accept requests made by any other methods.
- If you cancel or reschedule an engagement within six to ten (6-10) business days of the Start Date, you shall reimburse Alteryx for any related nonrecoverable travel expenses incurred by Alteryx. You must contact Alteryx within five (5) business days of cancellation to reschedule; otherwise, any such unused services shall be forfeited.
- If you cancel or reschedule an engagement within one to five (1-5) business days of the Start Date, 50% of the engagement shall be deemed used and you shall reimburse Alteryx for any related nonrecoverable travel expenses incurred by Alteryx. You must contact Alteryx within five (5) business days of cancellation to reschedule; otherwise, any such unused services shall be forfeited.
- If you cancel or reschedule an engagement less than one (1) business day of the Start Date/Time, 100% of the engagement shall be deemed used and you shall reimburse Alteryx for any related nonrecoverable travel expenses incurred by Alteryx as a result.
- If you fail to attend an engagement for any reason, no refund or credit will be given.

Alteryx Virtual Sessions Cancellation Policy

- Virtual Sessions are remote training sessions ninety (90) minutes in length or longer and include, but not limited to: Virtual Enablement Sessions, Virtual Working Sessions, and Virtual Server Assistance Sessions.
- Requests to cancel or reschedule a session must be submitted via email to **ps_engage@alteryx.com** with the word “cancellation” or “reschedule” in the subject line. We will not accept requests made by any other methods.
- If you cancel or reschedule a session on the day of the planned session, you will be deemed to have attended the session.
- If you fail to attend a session for any reason, no refund or credit will be given.

Alteryx Instructor-led Online or Classroom Training Cancellation Policy

- Requests to cancel or reschedule a class must be submitted via email to **training@alteryx.com** with the word “cancellation” or “reschedule” in the subject line. We will not accept requests made by any other methods.
- Classroom registrations are confirmed when registrant information has been received in full and payment information is verified.
- You may substitute registered course attendee(s) with no additional charge.
- You may cancel or reschedule a class up to six (6) business days before the class Start Date. You must contact Alteryx within five (5) business days of cancellation to reschedule; otherwise, all such unused services shall be forfeited.
- If you cancel or reschedule a class within one to five (1-5) business days of the Start Date, 50% of the payment for the canceled class can be credited towards a new class. You must contact Alteryx within five (5) business days of cancellation to reschedule; otherwise, such credit shall be forfeited.
- If you cancel a class within less than one (1) business day of the Start Date/Time, you will be deemed to have attended the class.
- If you fail to attend a class for any reason, no refund or credit will be given.

Cancellation by Alteryx

- Alteryx reserves the right to cancel any instructor-led classroom training due to insufficient enrollment (4 registrants or less) by providing notice to you at least six (6) business days prior to scheduled commencement date.
- In the event of cancellation by Alteryx, you will receive a full credit towards alternative class(es).
- Alteryx will not be responsible for non-refundable transportation, lodging, or other costs related to a cancelled class. If you elect to incur travel costs, we recommend that you schedule and purchase airfare and hotel accommodations with this in mind.