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# HPE Education Services Mexico

## Cancellation Policy

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### **a. Cancellation by HP Education Services**

- i. Unless otherwise specified or agreed in writing by HPE Education Services, all courses shall commence on the date specified by HPE Education Services in the order confirmation or SOW. HPE Education Services reserves the right to change on up to 6 HPE Education Services' business days prior to the class start date. You will be notified at that time of such change or cancellation. Please keep this in mind when making non-changeable flight arrangements.
- ii. HPE Education Services will use reasonable efforts to give notice of any cancellation of any course. If the course cannot be rescheduled, Customer may be entitled to a refund of any fee paid in respect of the cancelled services but shall not otherwise be entitled to any compensation, costs, losses or damages arising from such cancellation.
- iii. HPE Education Services business days are Monday through Friday, excluding local HPE holidays.
- iv. Open enrollment dates are subject of confirmation according to the quorum.

### **b. Cancellation by Customers**

- i. For public / open enrollment classes, including HPE Education Services' My Virtual Lab, student cancellation or reschedule requests received by HPE Education Services fewer than 5 business days prior to the class start date will be subject to the full course fee. Example: if your class begins on Monday you must cancel by the Friday two weeks previous.
- ii. For private / dedicated classes, event cancellation requests received fewer than 10 HPE Education Services business days prior to the class start date will be subject to the full course fee.
- iii. Cancellations or refunds do not apply to any eLearning / WBT classes purchased directly from HPE.
- iv. HPE Education Services business days are Monday through Friday, excluding local HPE holidays.