

SANS Cancellation & Access Policy: Substitutions, Transfers & Refunds

The following SANS Cancellation and Access Policy only applies to Customers who access SANS' Commercial Off the Shelf ("COTS") training through an active Voucher Agreement.

Voucher:

SANS Voucher funds are valid for 12 months and non-refundable. If Voucher funds remain in the Voucher Account nearing the conclusion of the initial 12-month period, Customer may contribute an additional investment*, prior to expiration, to renew the Voucher Account. The existing Voucher Funds rollover (renew) with the new funds for another 12 months.

**Additional investment is based upon SANS' published retail renewal price at the time of renewal.*

In accordance with the terms and conditions of the Voucher Agreement, all changes to a student registration paid using Voucher Funds must be approved by Customer's Administrator. Any substitutions, transfers, or refunds may incur an additional processing fee.

Any requests for substitutions, transfers, and/or refunds, regardless of Modality, should be sent via electronic mail to vouchersupport@sans.org

SANS' COTS training registered for by utilizing the Customer's Voucher Account is non-refundable; otherwise, the same substitution and transfer policies apply as indicated below:

Conference:

An attendee may request another person to substitute their registration at any time prior to the start of the event, and with Customer Administrator approval, by submitting a substitution request via e-mail. Processing fees apply. When substituting an attendee, only the person identified in the e-mail may be substituted for the original person registered. Once the substitution is complete, the original registrant may only attend by paying the full tuition fee.

An attendee may request to transfer to other COTS training at any time prior to the start of the originally registered event, and with Customer Administrator approval, by submitting a transfer request via e-mail. The difference in tuition fees, if applicable, and processing fees will apply.

If an attendee cannot substitute their registration or transfer to other COTS training, the registered attendee may submit a refund request via e-mail. If the refund request is submitted by the refund deadline date specific to the event, payments received will be refunded, less a processing fee, in the same manner, they were paid. To find the specific deadline dates for the training event, please visit the training event link on the SANS webpage, www.sans.org, and navigate to the cancellations link. No refunds will be given after the stated deadline. If an attendee has already accessed online course material, no refund or substitution will be made.

Summit:

An attendee may request another person to substitute their registration at any time prior to the start of the event, and with Customer Administrator approval, by submitting a substitution request via e-mail. Processing fees apply. When substituting an attendee, only the person identified in the e-mail may be substituted for the original person registered. Once the substitution is complete, the original registrant may only attend by paying the full tuition fee.

An attendee may request to transfer to other COTS training at any time prior to the start of the originally registered event, and with Customer Administrator approval, by submitting a transfer request via e-mail. The difference in tuition fees, if applicable, and processing fees will apply.

If an attendee cannot substitute their registration or transfer to other COTS training, the registered attendee may submit a refund request via e-mail. If the refund request is submitted by the refund deadline date specific to the event, payments received will be refunded, less a processing fee, in the same manner, they were paid. To find the specific deadline dates for the training event, please visit the training event link on SANS webpage, www.sans.org, and navigate to the cancellations link. No refunds will be given after the stated deadline. If an attendee has already accessed online course material, no refund or substitution will be made.

Private OnSite / Private Community:

From submission of Student Roster (five (5) business days prior to the first day of class) through the first day of class, Customer may request changes in writing to the roster at no additional fee. After the first day of class, changes in the spelling of a name or e-mail address may result in a \$50.00 fee to the Customer. Should a student be unable to attend, written notice must be given by the end of the first class day. Should a student drop the class after the first day of class, full course fees will still be charged for that student.

Private class pricing is based upon the Guaranteed Minimum Student Count noted on the Statement of Work (SOW). If the class experiences a reduction in student count after the SOW is executed, the SOW Total identified on the SOW remains unchanged.

The Customer may cancel a Private OnSite class or Private Community class without cause upon written notice to SANS at any time prior to the event based upon the following penalties:

60 days to 10 business days prior to the first day of class:	50% of Services Total
Less than 10 business days prior to the first day of class:	100% of Services Total

OnDemand:

A student may request another person to substitute their registration at any time prior to accessing the online course materials, and with Customer Administrator approval, by submitting a substitution request via e-mail. A processing fee will be charged for any substitution. No substitutions will be given once a student accesses their online course materials. No new course materials will be shipped.

A student may request to transfer to other COTS training by submitting a transfer request via e-mail prior to accessing the online course materials and receiving the additional course materials that are shipped. Difference between tuition fees, if applicable, shipping charges, and processing fees will apply. No transfers will be given once a student accesses the online course materials or once the additional course materials have been received.

If a student cannot substitute their registration or transfer to other COTS training, the student may submit a refund request via e-mail prior to accessing the online course materials and receiving the additional course materials that were shipped. The received registration fee will be refunded, less a processing fee and shipping charges, in the same manner it was paid. No refunds will be given once a student accesses the online course materials or once the additional course materials have been received.

Live Online (Virtual Live Training)

An attendee may request another person to substitute their registration at any time prior to the start of the event, and with Customer Administrator approval, by submitting a substitution request via e-mail. Processing fees apply. When substituting an attendee, only the person identified in the e-mail may be substituted for the original person registered. Once the substitution is complete, the original registrant may only attend by paying the full tuition fee.

An attendee may request to transfer to other COTS training at any time prior to the start of the originally registered event, and with Customer Administrator approval, by submitting a transfer request via e-mail. The difference in tuition fees, if applicable, and processing fees will apply.

If an attendee cannot substitute their registration or transfer to other COTS training, the registered attendee may submit a refund request via e-mail. If the refund request is submitted by the refund deadline date specific to the event, payments received will be refunded, less a processing fee, in the same manner, they were paid. To find the specific deadline dates for the training event, please visit the training event link on SANS webpage, www.sans.org, and navigate to the cancellations link. No refunds will be given after the stated deadline. If an attendee has already accessed online course material, no refund or substitution will be made.

Global Information Assurance Certification (GIAC):

GIAC certification exams are non-transferable and non-refundable after you receive access to the exam material. For additional details regarding GIAC policies, please visit <https://www.giac.org/about/faq>.