

Cancellation Policies

Student Cancellation

Students scheduled in courses offered at an Enterasys facility, Enterasys Regional Training events or our Certified Partners location can reschedule or cancel the registration without penalty up to 7 calendar days prior to the course start date. Enterasys reserves the right to charge full tuition for the class (1 Enterasys Service Unit or ESU) if you cancel fewer than 7 calendar days before the session start date or if you fail to appear for the class. If you reschedule at the time of cancellation, there will be no penalty. Note this only applies if the Enterasys Service Unit (ESU) is not expired. All cancellations and requests for rescheduling must be received in writing and include the student's name, e-mail address and telephone number and sent to education@enterasys.com. You are responsible for ensuring that Enterasys receives your written request.

Cancellation for Customer Site Training Sessions

Customers can cancel or reschedule a Customer On-Site training engagement without penalty up to 14 calendar days prior to course start date. Full charges will be applied if you cancel or reschedule fewer than 14 calendar days before the scheduled start date or if you fail to appear for the class. If you reschedule at the time of cancellation, there will be no penalty. Note this only applies if the Enterasys Service Unit (ESU) is not expired. All cancellations and requests for rescheduling must be received in writing and include the customer's name, e-mail address and telephone number and sent to education@enterasys.com. You are responsible for ensuring that Enterasys receives your written request.

Cancellation by Enterasys

Enterasys reserves the right to modify course content, change course schedules and tuition, and cancel courses and or workshops for any reason we feel is justified. If we cancel a course or workshop, we will make every effort to notify you a minimum of 14 calendar days prior to the scheduled starting date. Please keep this cancellation policy in mind if you are considering non-refundable airline tickets. Enterasys is not responsible for travel, lodging or any other expenses you may incur as a result of such cancellation. If Enterasys cancels a course or workshop in which you were enrolled, you will be entitled to a full refund or you may reschedule attendance at the next available course or workshop. In the event of cancellation, you be contacted at the same e-mail address you provided when registering, so please be sure to furnish a valid e-mail address.

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