Training and Certification Terms and Conditions

Overview
ServiceNow makes available training classes, certifications, and certification vouchers (collectively, “training and certification products”) as set forth on its training and certification website currently located at https://www.servicenow.com/services/training-and-certification.html.

Location and Schedule
Publicly Available Classes: The location and schedule for publicly available classes, which are instructor-led classes in a physical or virtual classroom environment are set forth on the training and certification website.

Private Training Classes: The location and start date for private training classes will be mutually agreed upon by ServiceNow and Customer. For private training classes that are held at Customer’s location, Customer shall provide ServiceNow a training room with a projector and an adequate Internet connection (including a hard-line connection if Wi-Fi is not adequate) and other requirements or capabilities reasonably requested by ServiceNow that are necessary for the training.

Learning Credits
ServiceNow Learning Credits may be redeemed for certain ServiceNow training and certification offerings according to the Learning Credit Terms and Conditions set forth at https://www.servicenow.com/upgrade-schedules.html.

Cancellation and Rescheduling Policy for Instructor-led Classes

Customer Cancellation and Rescheduling for Instructor-led Classes
ServiceNow requires written notice of a cancellation or reschedule request no less than fourteen (14) calendar days prior to the class start date; otherwise, Customer will forfeit 100% of the pre-paid training fees and reimburse ServiceNow or Reseller (as applicable) for all reasonable travel expenses incurred in connection with such cancelled training. Customer must send such notice directly to training@servicenow.com.

ServiceNow Cancellation and Rescheduling for Instructor-led Classes
ServiceNow may cancel training classes more than fourteen (14) calendar days prior to the start date of the class ("Cancellation"). Customer will be notified by phone or email record on file with ServiceNow. Customer is responsible for any expenses Customer incurs arising from such Cancellation. In the event of a Cancellation, Customer will be able to register for a substitute class, if requested and to the extent available.

Certifications and Certification Vouchers
Certifications and Certification Vouchers: As between ServiceNow and Customer, ServiceNow certifications and certification vouchers are subject to the terms and conditions in this document and the ServiceNow Certification Program Agreement terms located at https://www.servicenow.com/content/dam/servicenow/other-documents/SN%20Certification_LegalAgreement_Feb07.pdf. Certification exams are proctored by a
third-party testing company and subject to the additional terms, conditions and policies posted on the third-party website. Vouchers will be issued upon successful completion of the applicable requirements.

**Terms and Conditions**

Customer agrees to pay the total fee amount on the related Order Form if purchasing directly from ServiceNow. Fees paid for ServiceNow training classes may not be used for certification vouchers or customer training delivered under a Statement of Work.

If Customer is purchasing directly from ServiceNow, then as between ServiceNow and Customer the training and certifications products as described herein are provided pursuant to these Terms and Conditions and the terms and conditions in the Order Form (if any) and the underlying master agreement executed by the parties (if any) and in the absence thereof the Ordering Agreement incorporated by reference herein from [https://www.servicenow.com/upgradeschedules.html](https://www.servicenow.com/upgradeschedules.html) (collectively, the "Agreement"). In the event of a conflict between these Terms and Conditions and the Order Form (if any) and the Agreement, these Terms and Conditions shall prevail.

If Customer is purchasing from a ServiceNow authorized reseller ("Reseller"), then as between ServiceNow and Customer, the training and certifications products are provided pursuant to these Terms and Conditions and the terms and conditions in the Use Authorization as issued by ServiceNow and the underlying master subscription service agreement executed by the parties (if any) and in the absence thereof the Subscription Service Agreement incorporated by reference herein from [https://www.servicenow.com/upgradeschedules.html](https://www.servicenow.com/upgradeschedules.html). In the event of a conflict between these Terms and Conditions and the Use Authorization (if any) and applicable Subscription Services Agreement, these Terms and Conditions shall prevail.

All orders for training and certification products are non-cancellable, non-refundable, cannot be used for services other than for those purchased, and not subject to acceptance. All training and certification products must be consumed within twelve (12) months from the effective date of the ordering document. Services are not included in this offering unless specifically identified as included in this document. Any unused training and certification products shall expire in their entirety within twelve (12) months from the effective date of the ordering document with no further credit or refund and shall have no value thereafter. Customer shall reimburse ServiceNow or Reseller for all reasonable travel expenses incurred in connection with performance of the training and certification products.

ServiceNow certification exam vouchers are valid for use only by the candidate for whom the exam voucher was issued and may not be transferred, sold, gifted, shared, or exchanged with or to any other individual. ServiceNow certification exam candidates should not purchase, accept, or use an exam voucher that is not issued to the such candidate directly by ServiceNow. ServiceNow certification exam vouchers may only be redeemed for the specific certification intended. Failure to comply with these requirements will result in immediate confiscation of the exam voucher without a refund, termination of the candidate's participation in any current or future ServiceNow certification programs and training courses, and termination of any previously issued certifications obtained in violation of these Terms and Conditions.

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