



# Training Signup and Pricing Policy

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## Scope of Policy

These policies apply to the instruction of standard OneStream training materials for public training classes. These policies do not apply to customized OneStream training or private on-site training both of which require a mutually signed Statement of Work outlining the specific training terms. OneStream reserves the right to change this policy at a future date.

## Prerequisites

All individuals must be a current OneStream customer or partner at the time of course registration. A current OneStream customer or partner is defined by a mutually signed Software License Agreement or a mutually signed Partner Agreement. OneStream reserves the right to cancel any training registration for those who do not meet this prerequisite. A refund will be given for the training class amount; OneStream is not responsible for any additional costs accrued by the individual. Attendance to advanced level classes is conditional based on meeting the prerequisites for those classes.

## Delivery

All OneStream classes are delivered in person, however a Live Remote option is available. Classes may contain interactive materials, sample files, instructional slides and exercise guides. Laptops are provided at select training facilities, and you will be made aware of whether or not you need to supply your own laptop.

## Class Listing, Information, and Other Policies

Refer to [www.onestreamsoftware.com/services/training](http://www.onestreamsoftware.com/services/training) for the following information:

- Class descriptions, agendas, rates and schedules
- Training locations with directions and hotel recommendations
- Class registration, cancellation and payment policies

## Class Location

The posted schedule will display each class location.

Refer to [www.onestreamsoftware.com/services/training](http://www.onestreamsoftware.com/services/training) for directions, recommended hotel accommodations, class hours, and other information.

## Signup and Payment

Training registration and payment are completed through our online registration system. Payments can be made by credit card or wire transfer.

Once registration is complete, you will receive a training confirmation and a receipt.

Training invoices must be paid in full at least three business days prior to attending any public class, otherwise the student will not be registered.

Training questions or complaints should be directed to [training@onestreamsoftware.com](mailto:training@onestreamsoftware.com) or OneStream Support at +1-248-650-1490 or [support@onestreamsoftware.com](mailto:support@onestreamsoftware.com).

## Pricing

All pricing is exclusive of applicable taxes, travel, and related expenses.

Public classes are charged at a rate per student per class. Refer to the training schedule at [www.onestreamsoftware.com/services/training](http://www.onestreamsoftware.com/services/training) for the most recent class rates. OneStream Software reserves the right to change any public class rate.

## Class Size

Public classes require a minimum of three students registered within seven days of the class start date, or the class may be cancelled at OneStream's discretion. Once the registered class size reaches its limit (*differs by location*), it will be closed to additional students.

## Student Cancellation

Please refer to the cancellation schedule below. If you cannot attend a training class, you are permitted to send another employee from your company at no additional charge or choose to have a credit made to your account to use towards a future class.

### **14 or More Days**

No charge; full refund

### **13 to 7 Days**

50% of fees charged

### **Under 7 Days**

Full fees charged; no refund

Cancellations, substitutions and modifications are completed via our online registration system.

## Training Materials and Environment

OneStream training materials can be shared with other employees within a OneStream customer or partner. All OneStream classes include temporary access to a OneStream training server environment including remote connection and security credentials. This information is to be treated as confidential and not shared with any other party.

Companies are not permitted to provide training to other companies and customers on OneStream products using OneStream-created materials without written permission from OneStream Software.

OneStream provides End User Training Pack starter kits, which cover a particular implementation of OneStream XF, free of charge via the OneStream XF MarketPlace. OneStream customers and partners are welcome to modify these materials in order to fit their needs.

## Continuing Professional Education Credits

OneStream Software is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.learningmarket.org](http://www.learningmarket.org)

Up to 32 CPE Credits are available for attending certain courses in the areas of Information Technology and Finance. The number of credits depends on the length of the class. Contact [training@onestreamsoftware.com](mailto:training@onestreamsoftware.com) if you have any questions.