



RSMMeans Training Cancellation Policy

Virtual Training (Individual)

If you are unable to attend a training class, a colleague may be substituted at any time before the session starts by notifying the training registrar at 1-781-422-5115 or your sales representative. Gordian is not responsible for sending duplicate materials to the substitute colleague.

If you are unable to find a substitute and cancel fewer than ten (10) business days prior to the training class, you will either forfeit the registration fee or be allowed to apply your registration fee to the same class only once within the same calendar year. No-shows will forfeit their registration fees and no re-scheduling is permitted. In the unfortunate circumstance that Gordian must cancel your event, Gordian will work with you to reschedule your attendance in the same training class at a later date or will fully refund your registration fee.

Any on-demand (self-paced) training modules are not eligible for cancellation, substitution, transfer, return or refund.

Virtual Training (Private Group)

If you provide notice more than ten (10) business days prior to the training class, Gordian will work to reschedule your event. If you cancel your event fewer than ten (10) business days prior to the training class, you are responsible for paying for the trainers' time for the cancelled training, as well as the full cost of materials and shipping. In the unfortunate circumstance that Gordian must cancel your event, Gordian will work with you to reschedule your attendance in the same training class at a later date or will fully refund your registration fee.

Public Training Events (Individual)

If you are unable to attend a training conference, a colleague may be substituted no fewer than ten (10) business days before the session starts by notifying the training registrar at 1-781-422-5115 or your sales representative. Gordian is not responsible for sending duplicate materials to the substitute colleague.

If you are unable to find a substitute and cancel fewer than ten (10) business days prior to the conference, you will forfeit the registration fee. No-shows will forfeit their registration fees and no re-scheduling is permitted. In the unfortunate circumstance that Gordian must cancel your event, Gordian will fully refund your registration fee.

On-Site Training (Private Group)

If you provide notice more than ten (10) business days prior to the training class, Gordian will work to reschedule your event, but you are responsible for rescheduling fees associated with the trainer(s)' time, airfare, and lodging. If you cancel fewer than ten (10) business days before your event, you are responsible for the full cost of the event. In the unfortunate event of a Gordian cancellation, Gordian will work with you to reschedule your attendance in the same training class at a later date or will fully refund your registration fee.