



Customer Education Services Policies

Course Registration, Scheduling and Compliance (pb1.1 8/20)

Virtual Training

These policies primarily cover DataRobot University (DRU) training courses delivered through **live virtual** instructor-led sessions. They are subject to change at any time.

Scheduling and Registration

Public Courses

- Customers self-register for courses by accessing university.datarobot.com and using their promo code (or a credit card) for payment. The promo code is applied at course checkout, and discounts the course to \$0.
 - DataRobot customers should email dru@datarobot.com to obtain their account's promo code.
- Registration requires the customer to select from the list of available session dates/times at the time of registration.
 - Courses are available to be convenient for multiple time zones, and customers can select any timezone. There is a timezone conversion tool linked to each course.
 - If the session is full, the customer should select a session with availability.
 - To ensure participants are properly configured and enabled across our internal systems, registration closes 2 business days prior to the start of the session.

Paid Private Sessions and Customized Content

DRU strongly encourages participation in our standard course offerings and utilizing the many publicly available courses and sessions offered in our catalog. However, we understand that in certain cases, it makes sense for customers to schedule paid private sessions with us.

- Requests for private sessions must be received at least 30 days prior to the desired date of the session. The ability to schedule a private session is based on instructor resource availability and other particulars.
- Customized content requests are considered on a case by case basis, are resource dependent, require additional lead time, and incur additional charges.
- For more information, please discuss with a member of your account team. For more information, please discuss with a member of your account team.



Course and Session Confirmation

Official confirmation is sent to the customer automatically upon course and session registrations. Session slots cannot be reserved or promised outside of the standard systems.

Rescheduling and Cancellations

Public Sessions

- Participants can reschedule a session at no cost by accessing the course for which they're registered on our site (university.datarobot.com) up to 2 business days prior to class.
- Requests to cancel enrollment in a course must be submitted to dru@datarobot.com. These requests are not accepted by phone, voicemail, or Slack. Allow 2 business days to receive confirmation of cancellation.
 - No-shows will forfeit 100% of their training credits.

DRU Cancellations Due to Insufficient Enrollment

- DRU reserves the right to cancel any public session due to insufficient enrollment by providing notice to enrolled participants at least 5 business days prior to the start date.
- DRU reserves the right to cancel any public session due to unforeseen circumstances.
- In the event of cancellation by DRU, the customer will be able to select from other available sessions on our schedule, or elect to receive a refund of training credits.
- DRU is not responsible for any costs or inconveniences related to a cancelled session.

Private Sessions

If you are a DataRobot customer who scheduled a private sessions with DRU in coordination with your account team, please note the following policies specific to private sessions apply.

- Requests to cancel or reschedule private sessions must be submitted to dru@datarobot.com 5 business days prior to the start date. These requests are not accepted by phone, voicemail, or Slack.
 - 100% of the consumed training credits will be refunded to the customer who is within the cancellation window.
 - DRU will make a good faith effort to honor a timely reschedule request for a specific date and time, but cannot guarantee it. Alternative options will be shared.
- If a reschedule request is made 1 to 5 business days prior to the start date, it is considered a cancellation. A new request should be submitted to dru@datarobot.com.
- Cancellation requests submitted within 1 to 5 business days prior to the start date will forfeit 50% of the consumed training credits.



- Requests to cancel that are submitted within less than 1 day to the start date will forfeit 100% of the consumed training credits.

Changes

- DRU reserves the right to change in any capacity or eliminate a course from our public training catalog at any time.
- In the event we eliminate a course, sufficient notice will be provided to our customers so that alternate arrangements can be made.

Technology Advisory

It is the responsibility of the customer to ensure that firewalls or other blocks on the customer's WiFi are resolved ahead of class to ensure successful functioning of the Zoom and DataRobot applications, and the ability to download and upload files. Chrome is the browser required to use the DataRobot application. Customers are encouraged to speak with their IT departments in advance of any course or session to ensure this compliance, or are advised to use a personal computer instead.

Recordings

Any recording of courses/sessions is strictly prohibited.

Course Application Accounts

Self-paced Courses

The hands-on activities in some self-paced courses assume that you have access to the DataRobot application. If you are not yet a DataRobot customer, you can request a free trial of the product here: [DataRobot Free Trial](#)

Instructor-led Sessions

In some instructor-led sessions, participants will receive a temporary DataRobot application account to use the application. This is a non-private account used for skill building and development within the course. Participants should not upload any other data except course-provided data. These accounts are deactivated automatically via automation and cannot be extended.

Datasets containing Personally Identifiable Information subject to the GDPR, CCPA, or other privacy, regulations; sensitive financial data, credit, debit or other payment card data subject to the Payment Card Industry Data Security Standards or the Gramm-Leach-Bliley Act; as well as patient, medical or other protected health information regulated by the Health Insurance Portability and Accountability Act or similar laws or regulations are strictly prohibited.