

## Apigee Training Specifications

Service	Description
Delivery Model	Apigee Training is a prepaid days of Academy Instructor led session provided by Apigee Customer Success expert trainers. Once purchased, the Apigee Customer Success team will engage with the client to define and execute the objectives, activities, and deliverables of the Training course purchased upon a mutually agreed schedule between the client and Apigee Customer Success team. Travel and expenses are additional and will be billed to the client based upon actual expenses incurred.
Client Engagement Model	Trainings are offered as either a private or public session. All private sessions have a five-seat minimum; therefore, Apigee will charge for full five seats even if the Client does not have all five attendees present.
Extension	If number of attendees are anticipated to exceed the number of seats purchased Apigee Customer Success will invoice for the additional seats. Additional Training seats may be purchased through written (e.g. PO) client confirmation or paid via Credit Card through Eventbrite.
Duration	Unused Training seat balances expire one year from purchase date. No credit or extensions will be given for expired training seats. .
Cancellation Policy	Cancellation is required 7 days prior to course start date for full refund. Any cancellation after 7 days prior to course start date is non-refundable.

Component	Description
Developer Training	See Data sheet
Operational Training	See Data sheet
Architect Training	See Data Sheet