

Cancellation Policy

Siemens Healthineers Clinical Training and Continuing Education

The following cancellation policy applies to all USA Imaging and Therapy Training and Education

The following cancellation rules apply to Initial System Turnover Applications Training and Follow-up or Additional Clinical Applications Training conducted at the installation site.

- Customer shall notify Siemens Healthineers of any cancellation or intent to reschedule training in advance of the scheduled onsite training by contacting a Siemens Healthineers training & education coordinator. In the event that the customer notifies Siemens Healthineers of the intent to cancel or reschedule within 7 business days of the scheduled event, the following reduction in hours of a future training will apply.
 - This charge will be equivalent to 50% of the scheduled hours of the canceled event.

Exceptions

- Any 8- or 12-hour System Clinical Applications Training event will have a 100% reduction in hours.
- Any training events due to expire that are canceled within 7 days of the scheduled event will expire without refund.

The following cancellation rules apply to all other education and training, including, but not limited to, Classroom Training, Clinical Workshops, Virtual Instructor-led Training, and the Healthcare Workforce Development Series.

- Customer shall notify Siemens Healthineers of any cancellation or intent to reschedule training in advance of the scheduled event by contacting a Siemens Healthineers training & education coordinator. In the event that the customer notifies Siemens Healthineers of the intent to cancel or reschedule the training, then the following fees will apply:
 - If the cancellation is communicated to Siemens Healthineers 7-13 calendar days prior to the scheduled start date of the event, a 50% cancellation fee (50% of the training fee) will be charged.
 - If the cancellation is communicated to Siemens Healthineers 4-6 calendar days prior to the scheduled start date of the event, a 75% cancellation fee (75% of the training fee) will be charged.
 - If the cancellation is communicated to Siemens Healthineers less than 3 calendar days before the scheduled start date of the event, a 100% cancellation fee (100% of the training fee) will be charged.

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