

Blackbaud Pacific Pty Ltd

Training Policies

Training must be scheduled within 120 days from the effective date of this agreement. Once the attendee(s) are registered, You will receive confirmation via email from Blackbaud. Training may be received only for Your benefit. Training classes may not be offered to third parties without the prior consent of Blackbaud. Blackbaud reserves the right to change schedules at any time.


For onsite training, a limit of 3 training manuals per day of training purchased will be provided. If You require additional manuals, please request at least 7 working days in advance of the schedule start date. Charges for printing and shipping will apply for additional manuals.

General Cancellation Policy for Training: You may reschedule a confirmed class registration with no penalty up to ten (10) business days prior to the start of the scheduled training class. Rescheduling of a confirmed class registration made within ten (10) business days prior to the start of the scheduled training class will result in an assessment of 50% of the fee for the class per attendee. Attendees who do not show up for a confirmed class will be assessed 100% of the fee for the class per attendee.

Distance Learning Cancellation Policy: Cancellations may be made with no penalty up to three (3) business days prior to the start of the scheduled training. Cancellations of a scheduled online training made within three (3) days prior to the first day of the session will be assessed 50% of the total cost of the scheduled training. Failure to cancel a scheduled online training will incur the total amount of the training fee. Attendees who do not participate in at least half of a confirmed class will forfeit the total amount of the online training. If technical difficulties prohibit You from attending online training, You may reschedule for another class without penalty, however, You must notify us by email at DistanceLearning@blackbaud.com or call us at (+612) 8986 6000 when technical difficulties arise.

The billing terms referenced in the training purchase details are as follows:

T & M - 100%	The professional services described here are billed upfront and used on a time-and-materials basis. Upon receipt of the signed Order Form, an invoice will be generated for one hundred percent (100%) of the total. These fees do not include any travel-related expenses
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Training is available for purchase in daily units which are represented by 8 hours, this time is not typically available on an hourly basis. All credits for purchased training will expire twelve (12) months from the date of purchase.

