

Training Signup and Pricing Policy

Scope of Policy

These policies apply to the instruction of standard OneStream training materials for public training classes. These policies do not apply to customized OneStream training or private on-site training, both of which require a mutually signed Statement of Work outlining the specific training terms. OneStream reserves the right to change this policy at a future date.

Prerequisites and Advanced Preparation

All training participants must be a current OneStream customer or partner at the time of course registration in accordance with Section 1 of the Training Terms and Conditions (the “Terms”). OneStream may choose to cancel any training registration that does not meet the registration requirements in Section 1 of the Terms. In such event, a refund will be given for the training class amount; OneStream is not responsible for any additional costs accrued by the individual.

Attendance to advanced-level classes is conditional based on meeting the prerequisites for those classes.

We recommend viewing the Application Basics course located in OneStream Academy. This is a four-hour virtual overview introducing key OneStream concepts and providing background knowledge about OneStream.

Delivery

All OneStream classes are delivered in person (Group-Live); however, a Live Remote option (Group-Internet Based) is available for many, but not all classes. Classes may contain interactive materials, sample files, instructional slides and exercise guides. Laptops are provided at select training facilities, and you will be made aware of whether or not you need to supply your own laptop.

Class Listing, Information and Other Policies

Refer to www.onestreamsoftware.com/services/training for the following information:

- Class descriptions, agendas, rates and schedules
- Training locations with directions and hotel recommendations
- Class registration, cancellation and payment policies

Questions or complaints should be directed to training@onestreamsoftware.com or OneStream Support Portal at +1 (844) 663-3474.

Class Location

The posted schedule will display each class location or time zone if virtual.

Refer to www.onestreamsoftware.com/training for directions, recommended hotel accommodations, class hours and other information.

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Signup and Payment

Training registration and payment are completed through our online registration system. Payments are made by credit card or wire transfer.

Credit Card Payments

All credit card payments are made through the third-party online registration system. Upon completing registration, a training confirmation and receipt is sent to the email address used to register.

Wire Payments

Wire payment information and bank details are available in the online registration system when selecting this payment method. Upon completing registration, an invoice is sent to the email address used to register. Invoices must be paid within seven business days from the registration date.

Training questions or concerns should be directed to training@onestreamsoftware.com.

Pricing

All pricing is exclusive of applicable taxes, travel and related expenses. Public classes are charged at a rate per student per class. Refer to the training schedule at <https://onestreamsoftware.com/training/> for the most recent class rates. OneStream Software reserves the right to change any public class rate.

Class Size

Public classes require a minimum of four students registered within seven days of the class start date, or the class may be cancelled at OneStream's discretion. Any registered students will receive a full refund or be rescheduled to a later class date of their choice. Once the registered class size reaches its limit (differs by location), it will be closed to additional students.

Training Materials and Environment

OneStream training materials can be shared with other employees within a OneStream customer or partner. All OneStream classes include temporary access to a OneStream training server environment including remote connection and security credentials. This information is to be treated as confidential and not shared with any other party.

Companies are not permitted to provide training to other companies and customers on OneStream products using OneStream-created materials without written permission from OneStream Software.

OneStream provides End User Training Pack starter kits, which cover a particular implementation of OneStream, free of charge via the OneStream MarketPlace. OneStream customers and partners are welcome to modify these materials in order to fit their needs.

Student Cancellation

Please refer to the cancellation schedule listed below. If you cannot attend a training class, you are permitted to send another employee from your company at no additional charge or choose to have a credit made to your account to use toward a future class.

All cancellations, substitutions and modifications are completed via our online registration system.

Cancellation Schedule

14 or More Days

No charge; full refund

13 to 7 Days

50% of fee charged

Under 7 Days

Full fees charged; no refund

Continuing Professional Education Credits



OneStream Software is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website at: www.NASBARegistry.org

Up to 40 CPE Credits are available for attending certain courses in the areas of Information Technology and Finance. The number of credits depends on the length of the class. Please contact training@onestreamsoftware.com if you have any questions.