



## **Salesforce Event Registration Cancellation Terms**

*Last updated: July 13, 2021*

The below Event-specific cancellation terms are incorporated into the [Program Terms for Events](#) by reference. Salesforce will update these terms from time to time as new Events are open for registration. Capitalized terms used but not defined in these cancellation terms have the meanings given in the Program Terms for Events.

**Connections:** All cancellation requests must be submitted in writing to the [Salesforce Events Help Desk](#). For a full refund of the Event registration fees, cancellation notices must be received by 11:59:59 p.m. CT on Friday, March 20, 2020. Cancellation notices received between 12:00 a.m. CT on Saturday, March 21, 2020 and 11:59:59 p.m. CT on Friday, April 17, 2020 will be processed at 50% of the Event registration fees. No refunds will be processed for cancellation notices received after 12:00 a.m. CT on Saturday, April 18, 2020. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. CT on Friday, April 17, 2020. Substitution requests after this date are subject to a USD\$100 transaction fee.

**TrailheadDX:** All cancellation requests must be submitted in writing to the [Salesforce Events Help Desk](#). For a full refund of the Event registration fees, cancellation notices must be received by 11:59:59 p.m. PT on Friday, May 1, 2020. Cancellation notices received between 12:00 a.m. PT on Saturday, May 2, 2020 and 11:59:59 p.m. PT on Friday, May 29, 2020 will be processed at 50% of the Event registration fees. No refunds will be processed for cancellation notices received after 12:00 a.m. PT on Saturday, May 30, 2020. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. PT on Friday, May 29, 2020. Substitution requests after 12:00 a.m. PT on Saturday, May 30, 2020 are subject to a USD\$100 transaction fee.

**Dreamforce:** All cancellation requests must be submitted in writing to [dreamforceregistration@salesforce.com](mailto:dreamforceregistration@salesforce.com). Admission to in-person Dreamforce 2021 events is by invitation only. Invitations to and registrations for Dreamforce 2021 are non-transferable.