Salesforce Event Group Passes Program, Individual Pass Transfer and Cancellation Terms

Last updated: October 29, 2026

The below Group Passes Program terms and Event-specific individual pass transfer and cancellation terms ("Transfer and Cancellation Terms") are incorporated into the Program Terms for Events by reference. Salesforce will update these Group Passes Program and Transfer and Cancellation Terms from time to time as new Events open for registration. Capitalized terms used but not defined in these terms have the meanings given in the Program Terms for Events.

Group Passes Program Terms

Purchase: The Group Passes transaction must be paid in full in accordance with the applicable payment terms before any discount codes are issued to the Group Pass Representative. Acceptable payment methods for the Group Passes Program include wire transfer, check, and credit card. Payments made via wire transfer or check will require additional time for processing and discount codes will not be issued until payment has fully processed. Once payment has fully processed, the Group Representative will receive an email to the email used for purchase that includes the unique group discount code to be redeemed by each individual during Event registration up to the total number of passes purchased.

For payments initiated via wire transfer or check, you acknowledge and agree to the following:

1. Accuracy of Information: It is your responsibility to ensure that all wire transfer instructions are accurate and complete. Salesforce is not liable for any loss or delay resulting from incorrect or incomplete information provided by you, the sender.
2. Processing Time: Salesforce is not responsible for delays caused by intermediary banks, recipient institutions, or unforeseen events (e.g., holidays, system outages, etc).
3. Third Party Fees: Wire transfers may be subject to fees imposed by your bank. You should contact your bank to learn more.
4. Security & Fraud Prevention: Salesforce strongly advises verifying all payment instructions before initiating payment. Salesforce is not responsible for any losses resulting from phishing, fraud, or other unauthorized activity.

If you have any questions or concerns regarding payment via wire transfer or check please contact accounting@rainfocus.com.

Discount Code Distribution & Event Registration: By completing a Group Pass purchase, the Group Representative represents and warrants that they are (i) the authorized group representative, (ii) will make the decision of who receives the group discount code, and (iii) is responsible for distribution of the group discount code to the intended recipients. Salesforce is not responsible for distribution of group discount code(s) to individual group attendees nor for disputes arising from use of the code(s) during Event registration. The group discount code may only be used during Event registration for the total number of passes purchased during the initial group pass transaction. The Group Representative may transfer the group discount code until such time as an eligible, registered individual picks up their badge for the applicable Event at which point the discounted pass is claimed and no longer eligible for transfer. For the avoidance of doubt, the group discount code will only work during Event registration up to the total number of passes purchased during the Group Pass transaction.

Pricing & Additional Passes: To be eligible for group discount pricing a minimum of three (3) Event passes must be purchased in one transaction in accordance with the terms. For Event-specific group discount pricing see the Event website. Add-ons of less than three (3) additional Event passes will be permitted at the group discount pricing available at the time of the add on request by submitting a request in writing to the Salesforce Events Help Desk for the applicable Event. Add-ons of three (3) or more additional Event passes can be purchased through the Group Passes Program at the then available group discount pricing.

Cancellation & Restrictions: Event passes purchased via the Group Passes Program are non-refundable and cannot be combined with any other offer, discount or promotion. Any unclaimed discounted pass is also non-refundable. Multiple transactions cannot be combined to receive discounted group pricing retroactively. Such discounted group pricing is only applicable to the single group pass transaction, it is not applicable to any other charges, including but not limited to any

applicable taxes, fees, hotel accommodations, training sessions or certifications. Group Passes may not be used for Salesforce employees or officials of any government entity or government-owned entity.

Individual Pass Transfer and Cancellation Terms

Transfer Requests: For each of the Events listed on this page, Salesforce may permit you to transfer your registration to the Event to another person within your Organization at Salesforce's discretion. See the Event Help Desk contact information for the relevant event.

TDX: All cancellation requests must be submitted in writing to the TDX Help Desk at tdx@salesforce.com. For a full refund of the event registration fees, cancellation notices must be received by 11:59:59 p.m. PT on Friday, February 5, 2027. Cancellation notices received between 12:00 a.m. PT on Saturday, February 6, 2027, and 11:59:59 p.m. PT on Friday, February 19, 2027, 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, February 20, 2027. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. PT on Friday, February 19, 2027. These cancellation terms also apply to the registration fees for all classes and events offered as part of TDX 2027.

Tableau Conference: All cancellation requests must be submitted in writing to the Tableau Conference Help Desk at TableauConference@salesforce.com. For a full refund of the event registration fees, cancellation notices must be received by 11:59:59 p.m. PT on Friday, April 2, 2027. Cancellation notices received between 12:00 a.m. PT on Saturday, April 3, 2027 and 11:59:59 p.m. PT on Friday, April 16, 2027 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, April 17, 2027. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. PT on Friday, April 16, 2027. These cancellation terms also apply to the registration fees for all classes and events offered as part of Tableau Conference 2027.

Connections: All cancellation requests must be submitted in writing to the Salesforce Events Help Desk at connectionssupport@salesforce.com. For a full refund of the event registration fees, cancellation notices must be received by 11:59:59 p.m. CT on Friday, April 30, 2027. Cancellation notices received between 12:00 a.m. CT on Saturday, May 1, 2027 and 11:59:59 p.m. CT on Friday, May 14, 2027 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, May 15, 2027. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. CT on Friday, May 14, 2027. These cancellation terms also apply to the registration fees for all classes and events offered as part of Connections 2027.

Informatica World: All cancellation requests must be submitted in writing to the Informatica World Help Desk at informaticaworld@salesforce.com. For a full refund of the event registration fees, cancellation notices must be received by 11:59:59 p.m. PT on Friday, May 7, 2027. Cancellation notices received between 12:00 a.m. PT on Saturday, May 8, 2027 and 11:59:59 p.m. PT on Friday, May 21, 2027 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 22, 2027. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. PT on Friday, May 21, 2027. These cancellation terms also apply to the registration fees for all classes and events offered as part of Informatica World 2027.

Dreamforce: All transfer and cancellation requests must be submitted in writing to the Salesforce Events Help Desk at DreamforceRegistration@salesforce.com. For a full refund of the event registration fees, cancellation notices must be received by 11:59:59 p.m. PT on Thursday, July 22, 2027. Between 12:00 a.m. PT on Friday, July 23, 2027 and 11:59:59 p.m. PT on Friday, August 20, 2027, cancellation notices received within forty-eight (48) hours of purchase will be processed at 100% of the event registration fees, while cancellation notices received after forty-eight (48) hours of purchase will be processed at 50% of the event registration fees. Purchase is defined as the time of transaction. No refunds will be processed for cancellation notices received after 12:00 a.m. PT on Saturday, August 21, 2027. Substitution requests will be processed free of charge. These cancellation terms also apply to the registration fees for all classes and events offered as part of Dreamforce 2027.

Notwithstanding anything to the contrary above and without limiting Salesforce's rights under the Program Terms for Events, Salesforce reserves the right to cancel your Event registration without any refund to you if you fail to meet any health and safety measures set by Salesforce for the safety attendees and participants of in-person Events.