



Salesforce Event Transfer and Cancellation Terms

Last updated: December 2, 2024

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

General Terms: Each transfer or cancellation request permitted by Salesforce must be submitted to Salesforce as set forth in these Transfer and Cancellation Terms and will be processed based on the time and date that the request was submitted. No refund or credit for a registration cancellation will be issued if you fail to submit a transfer or cancellation request in accordance with these requirements. For clarity, failure to check in at an Event does not constitute cancellation, and will not give rise to a refund or a credit. Salesforce reserves the right to change these Transfer and Cancellation Terms from time to time by notifying You of such changes by any reasonable means.

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.

TDX: All cancellation requests must be submitted in writing to the Salesforce Events 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, January 31, 2025. Cancellation notices received between 12:00 a.m. PT on Saturday, February 1, 2025 and 11:59:59 p.m. PT on Friday, February 14, 2025 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 15, 2025. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. PT on Friday, February 14, 2025. Substitution requests after this date are subject to a USD\$100 transaction fee. These cancellation terms also apply to the registration fees for all classes and events offered as part of TDX 2025.

Education Summit: All cancellation requests must be submitted in writing to the Salesforce Events Help Desk at EducationSummit@salesforce.com. For a full refund of the event registration fees, cancellation notices must be received by 11:59 p.m. PT on Friday, February 7, 2025. Cancellation notices received between 12:00 a.m. PT on Saturday, February 8, 2024, and 11:59 p.m. PT on Friday, February 21, 2025, 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 22, 2025. Substitution requests will be processed free of charge if submitted by 11:59 p.m. PT on Friday, February 21, 2025. Substitution requests after this date are subject to a USD\$100 transaction fee. These cancellation terms also apply to the registration fees for all classes and events offered as part of Education Summit 2025.

Tableau Conference: All cancellation requests must be submitted in writing to the Salesforce Events 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, March 14, 2025. Cancellation notices received between 12:00 a.m. PT on Saturday, March 15, 2025 and 11:59:59 p.m. PT on Friday, March 28, 2025 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, March 29, 2025. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. PT on Friday, March 28, 2025. Substitution requests after this date are subject to a USD\$100 transaction fee. These cancellation terms also apply to the registration fees for all classes and events offered as part of Tableau Conference 2025.

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, May 9, 2025. Cancellation notices received between 12:00 a.m. CT on Saturday, May 10, 2025 and 11:59:59 p.m. CT on Friday, May 23, 2025 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 24, 2025. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. CT on Friday, May 23, 2025.

Substitution requests after this date are subject to a USD\$100 transaction fee. These cancellation terms also apply to the registration fees for all classes and events offered as part of Connections 2025.

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 Friday, September 12, 2025. Cancellation notices received between 12:00 a.m. PT on Saturday, September 13, 2025 and 11:59:59 p.m. PT on Friday, September 26, 2025 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, September 27, 2025. Substitution requests will be processed free of charge if submitted by 11:59:59 p.m. PT on Friday, September 26, 2025. Substitution requests after this date are subject to a USD\$100 transaction fee. These cancellation terms also apply to the registration fees for all classes and events offered as part of Dreamforce 2025.

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.