

Cancellations Policy

Policy statement

This Policy operates in conjunction with the Totara Alliance Partner Agreement (the 'Agreement') to ensure that Totara Learning ('Totara') receives adequate notice on the cancellation of subscriptions to Totara's platform and/or products.

Policy definitions

In addition to definitions included in the Agreement, the following definitions apply:

'Cancellation' – where a customer cancels their subscription and makes no further use of Totara's platform and/or products.

'Subscription End Date' – The last day of the current Subscription Term.

The policy

Subscription cancellation requests must be submitted to Totara in writing **no less than 90 calendar days** prior to the end of the current Subscription Term.

Any cancellation requests received less than 90 calendar days prior to the end of the current Subscription Term will result in the subscription being renewed and charged at the prevailing rate for the full subsequent Subscription Term. In the case of a Multi-Year Subscription, the subscription will be renewed at the prevailing rate for 12 months, rather than for the full Multi-Year Subscription Term.

Customers must cease using or accessing their Totara software effective the date of their cancellation. Any cancelled subscriptions which continue to be used after the Subscription End Date is a breach of the Product License and Subscription Agreement.

Partners will be invoiced based on their customer's actual usage post cancellation and payment will be subject to Totara's normal payment terms.

Conditions

- Until 31 December 2024 the current cancellation policy (found within the [In-term Subscriptions policy](#)) will apply.
- Totara Subscriptions (licences) are non-transferable between organisations.
- It is the Partner's responsibility to ensure the terms and obligations of the Product License and Subscription Agreement have been made clear to all of their current Totara customers/subscribers on Totara version 13 or higher.
- It is the Partner's responsibility to ensure that the terms of this Cancellations Policy have been made clear to all of their Totara customers/subscribers.



- This policy does not apply to cancellations that are a result of a migration to another current Totara Partner.
- Please speak to your Partner Manager if you receive a cancellation request outside of the new notice period during the transition to this updated policy.

Policy change log

Policy version	Change description
v1 October 2022	In-term Subscriptions Changes policy published
v2 November 2023	No changes to cancellations policy
v3 August 2024 (effective from 1 January 2025. HG edits.	<ul style="list-style-type: none"> • Cancellations policy extracted into own policy document (this document) • Notice period extended to 90 days notice • Failure to offer sufficient notice on a cancellation will result in a charge for a full Subscription Term • Added clarification regarding notice requirements for Multi-Year Agreement