databricks

Service Description

Private Instructor-Led Training

This Service Description describes the scope of services (including associated Customer requirements and benefits) for the Databricks Training Service identified above (the "Service"), and applies to the Service under Customer's accepted Services Order.

Service Overview

Private Instructor-Led Training (ILT) is a premium enablement offering for customers who require tailored, private class experiences delivered exclusively to their organization. Each Private ILT booking is at a half-day increment (4 hours) and includes a consultation with the instructor to discuss content tailoring needs and to ensure that enablement expectations of the session are met.

Often the biggest challenge in adopting a new technology is not the technology itself — it's the readiness of the people. Transformation to an open, unified, and scalable data and AI platform requires investment in skills development to ensure that staff are not only capable of leveraging the power of the platform, but are able to do so while applying best practices.

Private ILT provides a targeted, high-touch training experience where content and hands-on labs are tailored to the organization's use cases, industry context, and learning objectives.

Description of Services

Databricks will provide the Service as described below in delivering Private Instructor-Led Training.

Benefit Areas	Service Features
Overview *Premium, tailored private training for your organization*	• One Half-Day Unit (HDU) represents admission for one user to one half-day (4-hour) class session. • **[INTERNAL] Pricing.** $500 USD per user per Half-Day Unit (HDU). • **Minimum Purchase.** 10 HDUs per class. • **Duration.** Each class session is a half-day (4 hours). ○ Full-day or multi-day enablement will be booked at half-day increments. • **Format.** Default delivery is virtual with a live instructor and an AI Teaching Assistant. In-person delivery is available upon request; the customer is responsible for paying for travel and expense (T&E) costs for the instructor and teaching assistant(s).

Instructor Consultation *Tailored content to meet your organization's needs*	Every Private ILT booking includes a pre-delivery consultation between the instructor and customer to discuss learning objectives, tailor content, and ensure alignment with the customer's specific needs. Tailoring includes adjusting emphasis on specific topics and adapting discussion examples to the customer's industry or use cases. Customization, teaching unapproved content, or building new curriculum is outside the scope of standard tailoring and requires separate approval and engagement.
Private Delivery *Exclusively for your organization*	All Private ILT sessions are delivered exclusively to the Customer's Users. Sessions are not combined with other customers.
Available Courses *Comprehensive Databricks curriculum*	Private ILT is available for the full catalog of Databricks instructor-led courses, including but not limited to what is listed on our Training Catalog: https://www.databricks.com/training/catalog Courses as published in the Databricks Academy catalog and are subject to change.

INTERNAL ONLY: Regional Pricing

Regional Tier	Price per HDU
Tier 1 & Tier 2	$500 USD
Tier 3	$365 USD
Tier 4 - India Only	$250 USD

INTERNAL ONLY: Volume Discounts

Volume Discounts apply when Private ILT are purchased in higher quantities. Volume Discount is applied at point of purchase.

Databricks Academy Pro Seats	Private ILT Discount
< 50 seats	0%
50 - 99 seats	10%
100 - 999 seats	20%
1,000+ seats	30%

Terms

Throughout the engagement, Customer will assure that the following requirements are met, to enable the Services:

- **Scheduling.** Private ILT sessions must be requested a minimum of 3 weeks in advance.
- **Multi-Session Scheduling.** When multiple half-day sessions are booked for the same course or engagement, sessions must be scheduled in consecutive half-day blocks within the minimum number of business days (e.g., four half-day sessions should be delivered as two full days, not as four separate half-day sessions on four different days). Requests to deliver half-day sessions on non-consecutive days are subject to prior approval and may incur additional fees.
- **Minimum Attendees.** A minimum of 10 paid HDUs is required per class session.
- **Academy Accounts.** All Users must have Databricks Academy accounts.
- **Customer Learning Contact.** Customer must designate a learning contact to coordinate scheduling, attendee lists, and tailoring discussions.
- **User Enrollment.** Customer must submit the enrollment list, including expected attendee emails, at least 15 days before the Private ILT delivery date. The list should match the number of paid HDUs. If this term is not satisfied, Private ILT may be cancelled or rescheduled.
- **Expiration**. Purchased Private ILT HDUs must be consumed (training delivered) within 12 months of the Services Order start date. Unused HDUs expire and are non-refundable. For multi-year contracts with allocations of Private ILT HDUs in each year, Private ILT HDUs from future contract years may be pulled forward into earlier years; rollover of unused HDUs is not permitted.
- **Rescheduling and Cancellation Policy:** Rescheduling or cancellation of scheduled classes is permitted up to fourteen (14) calendar days prior to the class start date, in accordance with the terms of the applicable agreement. Any request for rescheduling or cancellation made within fourteen (14) calendar days of the scheduled class start date shall be subject to a penalty fee equal to fifty percent (50%) of the total applicable fees.

Out of Scope

- Databricks does not guarantee that Users will pass a Databricks Certification Exam after participation and completion of a course.
- Private ILT does not include certification exam vouchers, Blended Learning, Academy Labs, or public ILT access. These are available through the Databricks Academy Pro subscription. Certification exam vouchers could be purchased as a standalone product.
- Lab environments used during Private ILT cannot be used for production purposes.
- Enablement support cannot be used for troubleshooting of actual production issues and/or for technical support purposes.
- Any scheduled Private ILT sessions must be consumed (delivered) during the purchased term.
- Customization beyond standard tailoring (as defined above) requires separate scoping, approval, and may incur additional fees.

Additional Definitions and Terms

- **"Agreement"** means your agreement with Databricks providing general terms for our Services.
- **"Services Order"** may be any of these mutually-accepted formats placed under your Agreement: an Order, Success Credit redemption request, written statement of work, or similar document.
- **"Half-Day Unit" or "HDU"** means admission for one user to one half-day (4-hour) instructor-led class session.
- **"User" means a named individual** who is registered to access and use the Service (and who may also be referred to as a user or learner).
- **"we", "us" or "our"** means Databricks, Inc. or its Affiliates.
- **"you" or "your"** means the Customer organization that placed the Services Order.