

### Policy for All Classes

#### Reservation

- *Individuals* may reserve a seat via phone, fax, e-mail, or by the *ECC Class Connector* website operated by the AHA. Individuals are not REGISTERED until payment of the course fee is paid in full. Reserved seats will be held until 72 hours prior to class at which time seats will be released to wait-listed students or other individuals that pay the registration fee in full.

#### Registration

- *Individuals* may register for a class via phone; website submission; or by regular post.
- *Groups* may register for a class by contacting a class coordinator and scheduling a class date.

*Individuals* that purchase an **online course are considered registered**, upon the successful transaction of the applicable course amount. Scheduling of all courses is subject to confirmation by a class coordinator.

#### Payment

All courses are considered RESERVED until full payment has been received for the applicable course(s). Payment options:

- *Individuals*     **All Courses** – Visa; MasterCard; Discover; Check; PayPal; Google Checkout; Money Order; or Cash
- *Groups*         **Online Courses** – Visa; MasterCard; Discover; PayPal or Google Checkout
- *Groups*         **All Courses** – Visa; MasterCard; Discover; Check; or Money Order.  
(Terms may be available, please contact a representative)

#### Deposits

Some *Groups* may be required to make a deposit upon scheduling a class. The deposit amount shall be equal to 50% of total class cost or equivalent to our class cancellation fee and instructor fee, whichever is greater (please see Cancellation Schedule below for rates).

#### Scheduling

Upon registration (name/roster submission and payment received), a class coordinator will confirm a scheduled date and time for individual(s)/groups. Private classes are available for a premium fee and are subject to confirmation by a class coordinator.

Any payments that are not approved or that are dishonored may result in a class cancellation, refusal of attendance to a class or in cases of scheduled classes to a group facility, a cancellation fee may be applied.

Online Tests do not require scheduling, except in the case of a *Skills Check*, which may be scheduled after a passing grade has been attained and the applicable certificate printed for that course. A legible printed certificate from online tests must be presented to the instructor prior to taking any *Skills Check*. A current or recently expired AHA certification card for individuals may be required prior to any renewal course.

#### Materials

Some courses require text books that students should study prior to taking a course. Text books and other materials are available for purchase through LifeSavers of America. Students are responsible for costs of materials and any applicable shipping/handling charges.

Loaner materials, including text books, may be available at no extra charge for courses that have been paid in full. Loaner materials not returned or that have been returned damaged are subject to fees that will be charged to the individual(s) or group(s) for the replacement value of the item(s).

Materials that have been loaned out for any course in which a cancellation occurs and/or a refund has been requested, will be subject to a loan fee of \$10.00 per item, which may be deducted from the refund amount. Items not returned for a cancelled class will be subject to full replacement value.

#### Onsite Training - Travel

Groups that request onsite training at their facility will need to confirm with a class coordinator specific details in order to ensure the facility is adequate for onsite training. The class coordinator may require time to visit the facility to prepare for the group class. Any applicable travel fees will be determined by the distance from our location to the address of the facility where training will take place. In most cases travel fees are waived for clients within our service area (please contact sales representative). There may be a surcharge for Audio/Video equipment that an instructor provides if the facility does not have the appropriate equipment.

#### Attendance

Students are expected to attend class by the scheduled time. You may bring snacks and refreshments; this is especially recommended for long classes. Lunch breaks will be decided upon collectively by the instructor and class attendees at each class. Please **do not** chew gum during class, wear lipstick or other similar cosmetics. Smoking is prohibited in the classroom or in any area occupied by instructors or students. Allowing a tardy student to attend a particular class shall be determined solely by the lead instructor of the course.

#### Absenteeism

For *Individuals*, we understand that sometimes situations arise that are out of our control and you are unable to attend the scheduled class. As a courtesy, we will re-schedule your class one-time only, but this is subject to your notification to an instructor or coordinator that you are unable to attend, failing to notify us or simply not showing up to a scheduled class will require the re-registration, including payment, for another course and class scheduling. Class fees for non-attendance **cannot** be applied to other products and services. Please also read the REFUNDS section for more details. For *Groups* please read MINIMUM STUDENT RATES SECTION.

Updated 4/1/10

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**Refunds**

Refunds will not be issued for non-attendance or absenteeism (Please read section on ABSENTEEISM). No refunds for cancellation of a registered *individual* for any course 7 days prior to a scheduled class. No refunds are issued for *individuals* registering less than 7 days prior to a scheduled class. For *Groups* please read our CANCELLATION POLICY below. Refunds will be issued within 30 days of cancellation.

Refunds are subject to fees or handling charges on loaner materials. Please also read section on MATERIALS.

**Cancellation Policy**

For *Individuals* cancellation of any class less than 7 days prior to the confirmed scheduled date will not be refunded. For *Groups* please see schedule below regarding group cancellation and/or minimum student rates.

We reserve the right to cancel any class that does not meet the minimum enrollment criteria for a specific class. This does not apply to private classes. The minimum enrollment depends on the type of class and expected duration. Students will be notified promptly prior to the class date should such issue arise. Students will be given options to reschedule for another class date or of alternative options to attain certification.

In the event that an instructor is ill or otherwise detained and cannot fulfill the duty to teach a class, the class will be postponed to a later time or date. Each student will have the option to attend the rescheduled class, attend another scheduled class or receive a refund.

**Group Cancellation and Minimum Student Rates Schedule**

**Group Cancellation**

*Groups* that cancel a scheduled and confirmed class shall be subject to a cancellation fee and in cases where less than 24 hours notice or when the instructor(s) have travelled to a location for the class, an additional fee shall be charged.

Cancellation fee rate:

- Group of 9 students or less \$50.00
- Group of 10 students or more \$75.00

Instructor fee rate: (for cancelled group classes less than 24 hours prior notice to a class or when instructor(s) have travelled to a location)

- Group of 9 students or less \$60.00
- Group of 10 to 18 students \$120.00
- Group of 19 or more students \$180.00

**Minimum student Rates for Groups**

Confirmed Rosters for scheduled classes must be submitted within 72 hours of a scheduled group class. Rosters submitted less than 72 hours prior to a scheduled group class may be subject to full invoice charge as per sales quotation.

*Groups* that schedule and confirm a roster must have a minimum student attendance for the qualifying rate quoted. In cases of students not attending a scheduled group class for which a minimum group rate has been established, the invoiced rate shall remain unchanged. For group classes where the minimum is not established the following rates will apply:

*Confirmed Roster Size	Minimum students accepted before class is cancelled by instructor/coordinator	Rate charge for each student not in attendance below submitted Roster Size
6 Students or Less	2 Students	\$20.00/per student
7 to 12 Students	3 Students	\$17.50/per student
13 to 18 Students	4 Students	\$15.00/per student
19 or more Students	5 Students	\$12.50/per student

\*Confirmed roster size submitted 72 hours before scheduled group class.

**Example:**

Scheduled Roster size = **12 students**. Quoted Rate = \$39.00/per student. Invoice Total = **\$468.00\***

Actual attendees = **8 students**. Quoted Rate = \$39.00/per student + Rate charge (4 X \$17.50). Invoice Total = **\$382.00\***

\* - Plus any applicable travel fees, surcharges for equipment or taxes

**Options:**

The following options are offered to fulfill the scheduled group roster when the student(s) have not attended the scheduled class, specifically in cases where invoices have been paid in full and a refund is not requested:

- Option 1 – Attend a regular scheduled class (non-Private class) with LifeSavers of America at no additional charge.
- Option 2 – Schedule another class at the group facility with a minimum of 4 students.
- Option 3 – Complete a two-part blended learning course (if applicable) by taking an online test and scheduling a skills check with LifeSavers of America. Surcharge of \$20.00 per student (includes Skills Check)

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