

Policy for All Courses

Registration

Individuals may register for a class via phone; fax; e-mail; website submission; or by regular post. Groups may submit a list of names on the applicable course roster form to a class coordinator. Course roster forms are available via e-mail request, fax request or by regular post, at no extra charge.

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 pre-registered until full payment has been received for the applicable course(s). Payment options are as follows:

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

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 before a scheduled class.

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

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 AHA certification card for individuals may be required to show the instructor 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 for which 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.

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. Outdoors or assigned smoking areas are acceptable within the laws of the vicinity.

Absenteeism

We understand that sometimes situations arise that are out of our control and students are unable to attend their 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 **can not** be applied to other products and services.

Please read the REFUNDS section for more details.

Referrals

We appreciate any referrals and recommendations to your colleagues, associates, co-workers, class mates or friends and family. Please ask your instructor or *contact* our Marketing Manager about our referral programs.

Updated 7/22/08

“Give Someone the Chance of a Lifetime”™