

Safety & Health Solution

Reschedule/Cancellation /Refund Policy

REFUND POLICY Once payment is made and registration is complete, there will be *NO REFUNDS* administered. You may RESCHEDULE (with certain restrictions). Please see **RESCHEDULING POLICY** below.

NO SHOW POLICY A student who does not show up to class is considered a “no show”. There will be *NO REFUNDS* issued to students *NO SHOW*.

TARDINESS POLICY Please be punctual. The classroom will be closed *15 MINUTES AFTER THE SCHEDULED START TIME* and the student will not be permitted to enter. They will be considered a *NO SHOW* and *NO REFUND* will be issued. Please see **NO SHOW POLICY**.

REPLACEMENT CARD ALL replacement cards are *\$10 EACH*. Students have the option to pick up the card or pay an additional \$2 processing fee. Please allow 10 business days for card copy to be reprinted.

E-LEARNING/ONLINE COURSES *NO REFUNDS* will be issued for online courses. Please contact AHA technical support (1-888-242-8883 or help@onlineaha.org) with any technical issues. Switching an online course to an in-class course is *NOT ALLOWED* once the course key code has been activated by to the student.

AHA E BOOKS

AHA eBooks are **NON-REFUNDABLE & NON-RETURNABLE** items because they are virtual licensed products.

RESCHEDULING POLICY

In order to reschedule, you must call **404-380-1510** during business hours (9am-4pm). We will not honor any rescheduling request if we do not have records that you have attempted to contact us. If we have a class in session, you may be connected to our voicemail. Please leave a message **AND** email us at Tracy@SafetyHS.com. Again, the request **MUST** be made **3 DAYS PRIOR TO THE CLASS DATE**.

PLEASE REVIEW THE FOLLOWING FOR MORE INFORMATION.

3 days in advance or more rescheduling notice: If you contact us within business hours 3 days or more before the day of your course, there will be **NO RESCHEDULING FEES**.

1-2 days before the day of the course: If you contact us within business hours 1 to 2 days before the day of your course, a **\$10 RESCHEDULING FEE** will apply for BLS, Heartsaver, & First Aid Courses. A **\$40 RESCHEDULING FEE** will apply for ACLS & PALS Courses.

On the day of the scheduled course: Students are **NOT ALLOWED** to reschedule on the day of the course. Rescheduling notices on the day of the scheduled course will be considered as a **NO SHOW**. Please see our **NO SHOW POLICY**.

WHY DO WE HAVE A NO REFUND POLICY?

The AHA requires a certain instructor to student ratio. Our instructors are scheduled weeks (sometimes months) in advance according to the enrollment in each class. We do not dismiss our instructors if the attendance is less than expected. Therefore, we are not able to refund tuition unless it complies with the above policy.