

## 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 by 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 or E-learning course** are considered registered upon completed transaction of the applicable amount. There are NO REFUNDS for Online or E-learning courses once a purchase has been completed (please see Online & E-learning Programs and also Refunds).

### 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:

- **All Courses** – Visa; MasterCard; Discover; Amex; Check; PayPal; Money Order; or Cash
- **Online Courses** – Visa; MasterCard; Discover; Amex; or PayPal

### 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 a scheduled class 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 official AHA certificate from the online test 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 Group, LLC. Students are responsible for costs of materials and any applicable shipping/handling charges when applicable.

*DISCLAIMER regarding AHA materials: The American Heart Association strongly promotes knowledge and proficiency in BLS, ACLS, and PALS and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the American Heart Association. Any fees charged for such a course, except for a portion of fees needed for AHA course materials, do not represent income to the Association.*

### Online & E-learning Programs

Online and E-learning courses are NON-REFUNDABLE and must be paid in full, in advance. Purchases that include a skills check are also subject to NO REFUND, but the skills check may be available for exchange to a skills check in a different course type. Conditions apply on which course type is applicable. Students purchasing the Skills Check as part of an E-learning course or as a stand-alone purchase must have the Skills Check conducted by an authorized AHA instructor assigned by LifeSavers of America Group, LLC. The student is responsible to ensure that the Skills Check is being provided by an instructor of LifeSavers of America Group, LLC.

### Attendance

Students are expected to attend class by the scheduled time. Snacks and refreshments are 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. **Appropriate clothing and footwear is required for class.** Clothing that is excessively revealing or footwear that does not protect the feet adequately could lead to dismissal from class of the offending student. 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 refer to our *Class Policy for Groups* provided with your sales quotation.

### Restrictions

SMOKING IS PROHIBITED during the class, in or around the area in which a class is being conducted. Individuals under the age of sixteen (16) must have written permission from a parent or guardian to participate in a class (unless otherwise stated in a contract or agreement). Students are not allowed to bring children under the age of eighteen (18) to a class as a non-participant (observing or otherwise), in such a case the student may be dismissed without explanation.

### Refunds

Refunds will NOT be issued for non-attendance or absenteeism (Please read section on ABSENTEEISM). For cancellation by a registered individual more than 7 days prior for any course, a cancellation fee of \$25 will be applied and deducted from the refund amount, No refunds are issued for individuals registering less than 7 days prior to a scheduled class. Refunds will be issued within 30 days of cancellation.

Refunds are subject to fees or handling charges on materials. Shipping fees will not be refunded. 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 refer to our *Class Policy for Groups* provided with your sales quotation.

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 another scheduled class or receive a refund.

-End-

Updated 12/8/2014

*“Give Someone the Chance of a Lifetime”™*