



CANCELLATION, RESCHEDULING & NON-REFUND POLICY

Last Updated: September 26, 2026

Non-Refundable Registration

Because instructors, classroom space, equipment, training materials, and other resources are reserved based on enrollment, **course registration fees are non-refundable unless otherwise stated in this policy.**

This policy applies to CPR, BLS, First Aid, AED, Babysitter Training, and other CPR ResQ programs.

Rescheduling

We understand that unexpected circumstances happen.

Participants may request a **one-time reschedule** when:

- The request is received at least **five (5) days before** the scheduled class.
- The new class is completed within **three (3) months** of the original class date.
- Space is available in the requested class.

Additional rescheduling requests may require a new registration and payment.

No-Shows

Participants who do not attend their scheduled class and have not provided the required notice will be considered a **no-show**.

No-shows are not eligible for a refund or class credit.

Late Arrivals

Participants are expected to arrive on time.

Because certification courses may have specific instructional and skills requirements, participants arriving late may not be permitted to participate or may be unable to complete certification requirements.

The registration fee remains non-refundable.

Transfers

Registrations are **non-transferable** to another individual unless CPR ResQ provides prior approval.

Youth Programs

Registration fees for youth programs, including Babysitter Training, are subject to this policy.

A parent or legal guardian completing registration for a minor accepts this policy on the participant's behalf.

If CPR ResQ Cancels a Class

If CPR ResQ must cancel a class, participants will be offered the opportunity to **reschedule or receive credit toward another CPR ResQ course**.

I would consider adding one additional protection for your customers here: if CPR ResQ cancels and cannot offer a reasonable alternative date, you could provide a refund. If you decide to do that, we can add the exact wording.