

Policies

All services **MUST** be paid in full before the date of the Activity/Service **EXCEPT** at the discretion of Limitless Training LLC for Workplace/Organization Trainings.

Refunds/Cancellation Policy:

No-show, Cancellation & Rescheduling Refund Policy:

NO-SHOWS/Day of Cancellations WILL NOT BE REFUNDED WHATSOEVER. For Community Classes, it is the participants' responsibility to notify the instructor within (72) hours prior to the start date of the class for cancellations/rescheduling. Cancellations for instructor-led classes (does not include Blended-learning as once the course has been claimed/opened is not applicable for ANY refund) made at least (72) hours or greater of the class start time, are entitled to a full refund/no charge. If class is just rescheduled and NOT canceled within the 72-hour window (excluding no-shows/day of cancellations), a \$25 rescheduling fee to attend another class of equal value (if not equal value, for greater value the difference will be charged but if at lesser value no refund will be issued) within a 3 month time frame. Classes **MUST** be rescheduled within a 3 month time period from the date of the original scheduled service.

*Please note that INSTRUCTOR LEVEL Courses are all blended-learning and are not subject to any refund. Please make sure you are confident you can attend and meet pre-requisites before enrolling in Instructor Level Classes. Rescheduling for instructor level classes is only offered with a 14-day notice from the class start date, and requires a \$125 rescheduling fee (class must then be rescheduled within 6 months of original class date, or will have to register again at full price).

Class/certifications will begin at the time scheduled. Failure to arrive on time will result in not being eligible for certification with NO refund. Please aim to be 15 minutes early for any class or service booked.

Please check the prerequisite tests for your class. Failure to pass/complete the prerequisites will result in the inability to take the selected course. Refunds will NOT be issued to students who were unable to successfully complete the pre-requisites (including online course pre-requisites for blended-learning). For blended-learning class transfers within 72 hours of the in-person class, this pre-requisite must be completed to be eligible for the transfer (still subject to \$25 rescheduling fee).

During Aquatic based certifications/classes, students may be required to successfully demonstrate skills both in and out of the water in the areas of water safety, prevention, CPR and first aid

(dependent on course selection). For multiple session certifications/classes, students must attend all class dates in their full duration to be considered for testing. When required (dependant on certification type), in addition to skilled demonstrations, students must pass all written tests (for courses with written exam requirements) and in-person skill assessments. Refunds will NOT be issued to students who were unable to successfully complete these requirements.

It is the student's responsibility to notify the instructor of any disabilities prior to the start date of the class, so that reasonable accommodations can be made. In the event the student attends all course sessions and is unable to pass either the written or skilled exams set forth by the Certifying Organization (American Red Cross/Health & Safety Institute), it is the standard procedure to allow the student (1) retest of each skill/test that was not successfully passed. Additional retest days may be arranged and are at the discretion of the instructor. Re-test day(s) are subject to a retest fee.

If the student fails to pass any of the above requirements, it is at the discretion of the instructor to make any accommodations for that student to retake the required tests.

***Upon successful course completion meeting all prerequisites, completion of written exam (when applicable) and in-person skill testing, participants will receive their selected course certification.**