



COURSE REGISTRATION AND CANCELLATION POLICY

Thank you for choosing First For Safety for your training needs!

This outlines the policies we have regarding payment, cancellations and certificates. Not all information may be listed, please contact our office at (705) 526-3853 if you should have any further questions.

PAYMENT

Payment is required at least one week prior to course date to confirm registration, or sooner if there is a wait list, in which case you will be notified by phone or email. If payment is not received within 5 business days, the spot(s) may be given to those on the wait list. For those with an approved credit account with First For Safety, an invoice issued acts as confirmation of registration. Invoices terms are typically 30 days. For those with a Master Account Solution (MAS) with the Canadian Red Cross, a formal email confirmation is sent.

CANCELLATIONS

Cancellations must be made no less than 3 business days prior to the scheduled course. Payment is non-refundable if less than 3 business days notice is given. A **\$50.00** cancellation fee applies except for approved extenuating circumstances. First For Safety reserves the right to request full payment for cancellations without 3 days notice. All refunds are subject to a \$5.00 processing fee.

Please note that First For Safety reserves the right to cancel a course if deemed necessary due to unforeseeable events or inclement weather and will make every effort to place candidates in an alternate course, or to refund payment in full.

GROUP RATES

Group rates may apply for those with an approved First For Safety quotation or a Master Account Solutions (MAS) Contract with the Canadian Red Cross. Group rates may start at a minimum of 10 paid or invoiced candidates, though variables apply. Please request a quotation that meets your training needs.

CERTIFICATES

Candidates are responsible for correctly and completely filling out their *Candidate Information Form* at the beginning of each course. The spelling provided is used to complete certificates and for data entry with the Canadian Red Cross database. Any corrections to certificates in the case of misspelled names other than written on the information forms is at a cost of \$25 per certificate for Canadian Red Cross certificates, and \$10 for workplace safety certificates.

Lost Canadian Red Cross certificates may be re-printed for a cost of \$25 so long as the candidate's training is still within their expiry date. Please allow 2-5 business days to process.

Thank you and have a safe day!

FIRST FOR SAFETY

105 Fourth Street, Midland, ON L4R 3S9

Phone: 705-526-3853 1-888-FRST-AID (377-8243) Fax: (705)-526-7745

Email: info@firstforsafety.ca Visit our Website: www.firstforsafety.ca