



# COURSE REGISTRATION AND CANCELLATION POLICY

*Thank you for choosing First For Safety for your training.*

First For Safety offers fair practices for reschedules and refunds that respect your need for flexibility, as well as our need for notification for successful business operations.

## **PAYMENT TO CONFIRM REGISTRATIONS**

- Payment details are provided after registration has been received (during business hours if you register over the weekend). We accept e-transfers, credit card details over the phone, or payment by those visiting our store (M-F, 8am to 5pm) who wish to pay in person. Please note, payment is required to confirm registrations. We offer 48 hours after payment details are provided for participants to confirm their spots. If the course has a wait list, we require payment as soon as possible to confirm their spot.
- For companies/ organizations who have an account with First For Safety, an invoice issued acts as confirmation of registration and is subject to terms therein. Invoice terms are noted on the invoice and are irrespective of training date (due typically 30 days from date of issue).
- For those with a Master Account Solution (MAS) with the Canadian Red Cross (CRC), email confirmation acts as confirmation of registration.

## **RESCHEDULING - MOVING TO ANOTHER DATE**

Rescheduling to a different date requires at least 5 business days' notice and a fee of \$50. If less than 5 business days' notice is given we make attempts to fill the spot though if unable to, it is deemed a last-minute cancellation and payment is forfeited in full. For those in the blended program, there is only a 6-week (42 day) window from date of registration with the Red Cross (date you receive the getting started email) and the completion of the in-class Skills Session. Should this time lapse due to any reason, payment and training is forfeited as per Red Cross policies.

## **CANCELLATIONS / NO-SHOW CANDIDATES**

- Cancellations within 5 business days' notice before the start of the course as well as no-show candidates (who fail to notify us of their absence) forfeit payment in full with no discounts or complimentary reschedules. Cancelling training in our classroom programming with sufficient notice (6 or more business days) requires a \$50 processing fee with the remainder being refunded.
- Those who have registered for a blended program are not able to receive a refund, though we can offer reschedule dates within the 6-week (42 day) window between online completion and the in-class Skills Session date. Cancellation and reschedule requests must be made by email to [info@firstforsafety.ca](mailto:info@firstforsafety.ca) and approved individually.
- MAS client participants are subject to our cancellation policy as noted here for no-show and last minute cancellations. This means First For Safety reserves the right to invoice for those who failed to provide sufficient notice or attend. Rescheduling is available with an additional registration fee through the MAS program.

## **WEATHER OR HEALTH EMERGENCIES**

- Severe weather warnings and road closures may prevent some participants from safely attending. In this case, participants or their supervisor/employer must notify us by email ([info@firstforsafety.ca](mailto:info@firstforsafety.ca)) prior to the course start. First For Safety respectfully reserves the right to deem a weather emergency as a suitable reason for not being able to attend. When notice has been provided, we offer a list of available dates and require participants to reschedule within 60 days. Courses subject to availability. Should participants fail to notify us prior to the course start, payment is forfeited in full and/or invoicing is required for those with a credit account.
- First For Safety reserves the right to cancel a course if deemed necessary due to unforeseeable events, provincial restrictions, instructor emergencies, or inclement weather, and will make every effort to place candidates in an alternate course. If a suitable alternative cannot be found, a full refund will be provided.

- We request candidates who are ill or experiencing COVID-19 or flu-related symptoms within 24 hours of a scheduled course please notify us by calling 705-526-3853 for a single complimentary reschedule that must be completed within 30 days. Please leave a message if it is outside of business hours. Payment stands and it is up to the participant to choose from the available remaining dates within the 30-day timeframe. Those who fail to show up to a course without providing notification are deemed a no-show (please see above).

## **PRIVATE TRAINING – RETAINERS, CANCELLATION, RESCHEDULES**

Retainers for private courses may be required in which case an invoice and payment terms will be sent.

Regardless of whether a retainer was received, First For Safety requires a minimum of 10 business days (14 calendar days) to cancel or reschedule private courses booked whether they are to be provided at our training facility or on-location. A \$500 cancellation fee per scheduled day/session applies for cancellations where sufficient notice has not been given. Reschedule options may be considered within 3 months of the scheduled date and are subject to availability.

Private courses require a minimum number of participants be invoiced for regardless of attendance. Please refer to your confirmation email and/or quotation for further details unique to your training registration(s). Connect with our Training Team; [info@firstforsafety.ca](mailto:info@firstforsafety.ca) should you have any questions.

## **CERTIFICATES & REPRINTS**

FIRST AID & CPR/AED: Candidates are responsible for correctly and completely spelling their names legibly on the yellow *Candidate Information Form* to be submitted with the Red Cross. Corrections will require a \$10 administrative fee. Please email [info@firstforsafety.ca](mailto:info@firstforsafety.ca) should you wish to request a certificate correction or reprint.

### **WORKPLACE SAFETY TRAINING:**

- *Working at Heights* - Upon successful completion of the course, candidates receive a temporary card which remains valid until they access their proof of training ID/QR Code from the Ministry Of Labour (MOL). First For Safety does not provide reprints of these temporary cards. Should you have any issues receiving your email, or if you have lost your temporary card, please call the Ministry of Labour Contact Centre at 1-877-202-0008.
- *MEWP, Propane Handling, Confined Space Safety Awareness* - Upon successful completion of the course, the instructor provides a temporary certificate. First For Safety will follow up with official certificates (wall, wallet) and a record of training.

## **FIRST FOR SAFETY**

**Retail Store and Training Facility is located at 105 Fourth Street, Midland, ON L4R 3S9**

**OFFICE HOURS:** Monday – Friday, 8am to 5pm

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

### **We welcome your emails:**

Training administration: [info@firstforsafety.ca](mailto:info@firstforsafety.ca)

Wendy DeMerchant: [wendy@firstforsafety.ca](mailto:wendy@firstforsafety.ca)

Topanga Rowsell: [topanga@firstforsafety.ca](mailto:topanga@firstforsafety.ca)

### **Want to know more about the retail products we offer?**

Email [customerservice@firstforsafety.ca](mailto:customerservice@firstforsafety.ca)

**Visit our Website for our Course Calendar, course details, and more information about what we have in store: [www.firstforsafety.ca](http://www.firstforsafety.ca)**