

CANCELLATION/REFUND POLICY HEALTH AND SAFETY COURSES

American Red Cross
North Central Wisconsin Chapter serving
Clark, Forest, Langlade, Lincoln, Oneida, Portage, Price, Taylor, Vilas & Wood

All class payments are due in advance, unless prior arrangements have been made or approval is given from the Health & Safety Director.

Please note the following cancellation/refund policy:

RESCHEDULING

If it is necessary for you to reschedule, please call at least 48 hours in advance of the class. We will be happy to reschedule you to our next available training. You may not reschedule more than two times.

CANCELLATION BY YOU

If you must cancel your attendance at a course and do not wish to reschedule, (all books and materials must be returned in like new condition) the amount of your refund will be determined by the following:

With notice at least 48 hours in advance, we will refund your money minus a 10% processing fee.

With notice of less than 48 hours in advance, we will refund your money minus a 50% processing fee.

If you do not give any notice and are a “no show”, no refund will be given.

CANCELLATION BY THE AMERICAN RED CROSS

The American Red Cross will reschedule or refund a participant's money at no additional cost to the participant if the course is cancelled. Books and materials must be returned if a refund is being given.

We reserve the right to send a student home if they are disruptive in class. In such case, no refund will be given.

On rare occasions it may be necessary for the American Red Cross to cancel a course due to inclement weather. Participants will be contacted as soon as possible and no less than 1 hour prior to start of the class. In such cases (or if extreme weather prevents a participant from attending when a course is not cancelled), the American Red Cross will reschedule the class, or course times may be adjusted, depending on the course time allotments.