

## TRAINING CANCELLATION POLICY

Acceptable forms of cancellation are by phone call, must leave voicemail if no one is reached, text message or email. Sandra @ 419-513-7083, email [sguzman@forest-svcs.com](mailto:sguzman@forest-svcs.com).

### **Public Training**

#### **All Classroom Courses**

Participants may cancel their class enrollment 15 days before the start of the class to received 100% full refund. Cancellation refund will be given according to the following timeframe once the cancellation notice has been received

10 to 14 days before the class starts - 90% will be refunded  
4 to 9 days before the class starts- 75% will be refunded  
1 to 3 days before the class starts- 50% will be refunded  
Cancellation with less than 24 hrs. - 0% - No refund

Please note one day refers to 24 hrs from the start of the course. In other words one to three days equals to 24 to 72 hrs. before the scheduled starting hours for the course.

#### **All Blended Courses**

Participants may cancel their class enrollment within 48 hrs. of registering for 100% refund. No refund after 48 hrs.

Participants are required to complete the entire online course portion and MUST bring a printed copy of the Certificate of Completion in order to be able to attend to the classroom portion of the course.

If participant fails to complete the online portion and/or fails to attend the classroom session, the participant will not only not be refunded but will also be removed from the system once the course is close and the participant will lose access to the online work, and will lose all completed progress.

### **Customer Requested Training**

(Training perform for an organization or company)

3 business days before the schedule service.

Please refer to our Term and Conditions Agreement for additional information.