



OSPREY SHOOTING SOLUTIONS, LLC
COLORADO SPRINGS, COLORADO USA
(719) 330-9234

24 AUG 2020

SUBJECT: Osprey Shooting Solutions, LLC (OSS) Cancellation Agreement

1. In the event OSS cancels any course that a client has signed up and paid for, the client will have two options available:
 - a. OSS will EITHER credit the course fee toward a future course that has available space,
 - b. OR we will fully refund the client's course fee.
2. In the event the client cancels after tendering payment, the client must let OSS know, not less than, 48 business hours (two business days, Monday-Friday) prior to the training day. This notification allows OSS enough time to try and fill the course vacancy. Any cancellation within 48 business hours (two business days, Monday-Friday) prior to training day, the client will forfeit their course fee.
3. In the event a client is asked to leave the course for any negative action such as, but not limited to; safety violation, altercation with other clients or OSS cadre or determination of legal ineligibility to handle firearms (as listed in 18-12-105 C.R.S. and the OSS training waiver), the client will forfeit the course fee.
4. In the event a client chooses to quit the course, for any reason; dissatisfied with instruction, underprepared, physical limitation, etc., you must speak with the cadre before walking off range. We will decide at that time whether to refund any, partial or all payment. Failure to read the policies and range SOP prior to the course does not constitute automatic capitulation by OSS.
5. Please research the courses or events that you plan to attend. Ask questions prior to training day. Manage expectations based on the information provided. Be prepared for the training. We will help you with all these things!
6. Point of contact for this memorandum is Robert Edgar Mills at (719) 330-9245 and edgarmills@ospreyshootingsolutions.com

Robert Edgar Mills
Owner
Osprey Shooting Solutions, LLC