



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

MEMORANDUM FOR RECORD

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

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, OR
 - b. OSS will fully refund the client's course fee
2. In the event the client cancels after tendering payment, the client must notify OSS 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 the 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. Point of contact for this policy memorandum is Robert E. Mills at (719) 330-9245 or edgarmills@ospreyshootingsolutions.com

Robert Edgar Mills
Owner
Osprey Shooting Solutions, LLC