

SOLSTICE RECREATION GROUP – POLICIES AND PROCEDURES

Solstice Recreation Group (SRG), Solstice Alpine Guides (SAG), Solstice First Aid (SFA) have developed specific Policies and Procedures to ensure all students, agencies, groups and First Nations have a clear understanding and expectation to their participation in any of our programming. We encourage all students to ensure they are aware of all our policy's and procedures prior to your training with us.

SRG GOALS

Solstice Recreation Group delivers a variety of training from a number of training partners. We will deliver this training to the highest industry possible standards, issuing industry standard certifications upon participant successful completion. Our goal is to ensure your training with us meets your initial program entry needs.

PROGRAM ENTRY

All participants who apply for our training must follow the general application entry process. This process is based on a first come first serve model. We can not "hold" seats, you can book or purchase seats through the application process. If you are seeking funding sponsorship please notify us in advance so we can work with your sponsoring agency. You must ensure that you are physically capable to carry out the designated training.

ATTENDANCE

All participants are expected to attend 100% of their training, this is governed through the numerous other training partners that we are associated with. It is hard to make up training if a number of days are missed. We understand that personal situations sometime require a student to miss time as a result of a personal matter ie: family, sickness, etc. Each situation is unique and we handle each personal situation on a case by case basis. Depending on the length of the training, depends on the likelihood that missed time can be picked up.

SRG STUDENT CODE OF CONDUCT

All students are expected to act in accordance with the following Code of Conduct

- Be safety conscious and follow safety procedures outlined by your course instructor.
- If you know you are going to be absent the next day, inform your instructor to ensure any time loss can be made up.
- Smoking is only permitted in designated area's. The use of any alcohol or drugs is not permitted while participating in any of SRG's programming.

- Please be respectful towards SRG staff, and your fellow course participants. The use of abusive language, anger, intimidation or violence will not be tolerated and can lead to immediate student removal.
- We want you to succeed in our training so we will ensure our training process meets your training goals.
- Show respect to the natural environment and show respect for all equipment and personal property. If SRG equipment or property is damaged intentionally – full replacement will be required of the student prior to the training completion date.
- For a First Aid Training, we ask that you have good hygiene habits during training. Please remain off your phone during class presentations and practice sessions. Please refrain from speaking while your instructor is demonstrating key skills or during the lecture portion. Arrive at least 5 min. before the start of your course start time.

POTENTIAL REASONS FOR STUDENT DISMISAL

If the SRG Code of Conduct is not adhered to, then a student may be asked to leave the training. Serious breaches such as the following may result in immediate dismissal:

- Physical abuse, theft or non-accidental damage to SRG property
- Endangering oneself or others by failure to abide by the safety guidelines laid down by SRG instructors while on program time – these are safety issues.
- Behavior displaying disrespect toward fellow students and your Instructor.
- Disruptive behavior during your training – for both students and Instructors.
- The use of illegal substances while in attendance.
- Flagrant disrespect of SRG Code of Conduct
- Willful breaking of any civic, provincial or federal law
- The student is physically unable to meet the course requirements

!! Please note – participants that have used abusive and threatening language and gestures towards other students, the public or instructors will not be able to attend any future SRG Training – once they have been asked to leave their training course due to their behaviour. These serious abusive gestures or remarks will not be tolerated by SRG. Our goal is to provide a harassment free learning environment for all participants and instructors in a safe learning environment.

ONSITE GROUP COURSE REFUND POLICY

To deliver your programming we begin incurring and committing significant expenses well before the program start date. Upon acceptance of your groups training quote, we require a 100% of course fees prior to training, this locks in your training dates. This is due upon SRG invoicing to your finance dept. or designated funding agency.

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We regret the receipt of any cancellations, in most cases, the course cost fees have already been allocated before our onsite training begins. This includes the weeks / months of preparation and equipment purchasing prior to your training as well as blocking off your training space – to guarantee our availability. Overall training refunds are explained below.

Organizational and Group Onsite Contract training requires half the time from the training course booking time for cancellation refunds. As an example if you book your course 4 months in advance we require a 2 month written course cancellation notice. Another example is if you book your course 7 months in advance we require a 3.5 month advance Course Cancellation notice for a 100% refund. Our minimum course cancellation time is 2 months prior to your training. With 2 months (8 weeks) cancellation notice – there is a 50% refund. After the two month mark until your training there is no refund. As an example if you cancel your training with 7 - 1 week until your training commences – there is NO refund. This is due to the fact that your course dates have been held months in advance for your groups training. Sometimes up to 4 - 12 months in advance and therefore we cannot fill your course space date with short notice cancellations as your dates are considered secured and locked in. We have also purchased all your training material including manuals, exams and additional staffing and travel arrangements arranged and booked.

ONSITE TRAINING SPACE REQUIREMENTS

All training locations must meet the required training space standards. This includes enough space for participants to receive their training within. This includes the lecture and practical portions. If your training space is too small or lacking basic industry training space requirements – this location will be considered inadequate for your training needs. The training space must be heated, provide two washrooms with sinks for sanitation purposes, proper garbage disposal and daily collection, electrical outlets, enough tables and chairs for all students and instructors, and adequate lighting. The training space needs to be sufficient to allow participants to have enough space for their tables and chairs during the lecture portion. The space must also include enough room to allow the training mats, jump kits, backboards, etc, and other tables to occupy. If you have any questions regarding whether your training space meets the training space requirements – we recommend you speak with SRG staff about your training space. We don't want to be in the position to arrive at your location – only to determine your training space does not meet the necessary requirements for course instruction. We may ask for photographs of your training space in advance to ensure it meets the training space requirements. If a company / agency / group / First Nations is not able to meet their requirement to provide an adequate training space – there will be no refund. In general once again we prepare months in advance for your training and have blocked off the entire period during your onsite training. We are fully prepared to arrive and begin the training. This is why the training space is a crucial aspect of providing any onsite training. If our instructors arrive at your provided training location and determine that this provided space does not meet the training space requirements – we will encourage

you to provide another approved training location. If you are unable to provide an adequate training space, the instructor has the ability to cancel your training - with no refund. If your representative cancels the training due to not being able to provide an adequate training space - there is no refund. This once again is due to the time frame we have booked off for your training as well as the preparation period prior to your training. This can be weeks prior and during your training. We are able to assist you with your training at a later date once a suitable training location is identified and acceptable by Solstice Recreation Group. At that point we will identify available dates as well as provide you with an additional training quote for your requested training.

WEATHER CONSIDERATIONS

If Solstice Recreation Group cancels any training due to adverse weather conditions, we will do our best to negotiate another training date. There are no refunds if your training is cancelled due to weather - only course rescheduling. Once again this is out of our hands due to weather issues.

MINIMUM NUMBER OF PARTICIPANTS

Generally when you receive your training quote and invoice it is based on specific training numbers. Upon the deliver of your onsite training if your number of participants does not reflect the number quoted and invoiced for, there is no refund for individuals whom do not show for their training or empty training seats. We generally book for 12 - 18 participants depending on the training - the minimum number of participants is in place due to the full cost to provide your training.

PHYSICAL REQUIREMENTS

If you are unable to meet the physical requirements of the training while participating, you may be asked to leave your training due to safety and health reasons. You will need to fill out the course medical form prior to your training to ensure you are physically able to complete your training. If you are unable to complete your training unfortunately there will be no refund.

Thank you for your understanding in advance.

Regards

Ray Hawkes

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Director of Operations

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