

SERVICE AGREEMENT

APOLLO FIRST AID

This Service Agreement ("Agreement") is entered into by and between Apollo First Aid ("Provider") and the entity or individual booking the services ("Client"). By booking a course with Apollo First Aid, the Client agrees to the following terms and conditions:

1. SERVICES PROVIDED

Apollo First Aid offers the following courses:

Courses Less Than 40 Hours

- CPR
- Basic (Emergency) First Aid
- Intermediate (Standard) First Aid
- Child Care First Aid
- Psychological First Aid (PFA)
- Babysitter Course
- Stay Safe! Course
- Red Cross Basic Life Support (BLS)
- Heart and Stroke Basic Life Support (BLS)
- International Trauma Life Support (ITLS)
- Recertifications

Courses 40 Hours or Greater

- Advanced First Aid
- Medical First Responder
- Recertifications

Other Courses

- Red Cross Online Courses

Each course has a required minimum number of participants as outlined on the Apollo First Aid website (apollofirstaid.ca). Courses will only proceed if the minimum participant threshold is met, unless otherwise agreed upon by the Provider and the Client.

2. BOOKING POLICY

Courses Less Than 40 Hours (except ITLS)

- May be booked at any time but is subject to instructor and equipment availability. Requires payment at time of booking for the minimum participant number. If additional participants are added to the course between the booking date and the course start date, an invoice will be issued on the course start date.

ITLS

- Must be booked **at least 30 days in advance** and requires payment at time of booking for the minimum participant number. If additional participants are added to the course between the booking date and the course start date, an invoice will be issued on the course start date.

Courses 40 Hours or Greater

- Must be booked **at least 30 days in advance** and requires payment at time of booking for the minimum participant number. If additional participants are added to course between the booking date and the course start date, an invoice will be issued on the course start date.

3. PAYMENT TERMS

Payment for courses can be made via the following methods:

- **Cheque:** Mailed to the address indicated on the invoice.
- **E-Transfer:** Sent to apollofirstaid@outlook.com
- **Credit Card:** Accepted via a secure online payment link provided upon request. A transaction fee of 3% applies if paying by credit card.
- **Direct Deposit:** Available upon request. Clients must contact Apollo First Aid prior to the course date for direct deposit details.

Note: No certifications will be issued until full payment has been received.

Payment terms are **net 30 days** from the invoice date.

Late payments are subject to **3% monthly interest** on outstanding balances.

4. ATTENDANCE REQUIREMENTS

All classes require 100% attendance. Participants must be present for the entire duration of the course and complete all required components. Failure to attend any portion of the class or to complete any component will result in a forfeiture of fees and no certificate will be issued.

5. CANCELLATION POLICY

Courses Less Than 40 Hours (except ITLS)

- Cancellations must be made at least **72 hours** in advance. If course fees were paid up front, the Client will receive a refund for 90% of fees paid.
- Cancellations with less than 72 hours' notice will result in a charge equal to the participation fees for the minimum number of participants required for that course.
- No refunds will be issued for no-shows or unsuccessful participants.

ITLS

- Cancellations must be made at least **30 days** in advance to receive a refund for 80% of fees paid.
- Cancellations with less than 30 days' notice will result in a forfeiture of fees paid.
- No refunds will be issued for no-shows or unsuccessful participants.

Courses 40 Hours or Greater

- Cancellations must be made at least **30 days** in advance to receive a refund for 80% of fees paid.
- Cancellations with less than 30 days' notice will result in a charge equal to the participation fees for the minimum number of participants required for that course.
- No refunds will be issued for no-shows or unsuccessful participants.

6. RESCHEDULING CLASSES

If a class must be rescheduled:

Courses Less Than 40 Hours (except ITLS)

- Schedule changes must be made at least **72 hours** in advance.
- Schedule changes made with less than 72 hours' notice will result in a rescheduling fee of 10%.

ITLS

- Schedule changes must be made at least **30 days** in advance.
- Schedule changes made with less than 30 days notice from the original scheduled start date will result in a rescheduling fee of 20%.

Courses 40 Hours or Greater

- Schedule changes must be made at least **30 days** in advance.
- Schedule changes made with less than 30 days notice from the original scheduled start date will result in a rescheduling fee of 20%.

6. MISSED OR MISSCHEDULED CLASSES

If a class is missed due to an error on the part of the Client:

- An invoice will be issued for the participation fees of the minimum number of students required for the scheduled course.
- If payment was made in advance, a refund will be issued minus the participation fees for the course minimum number of students for the scheduled course.

7. EQUIPMENT DAMAGE

Any equipment damaged beyond normal wear and tear during the course will be charged to the Client. The Client agrees to cover the full cost of replacement and/or shipping for the damaged equipment.

8. INDEMNIFICATION & RELEASE OF LIABILITY

The Client agrees to indemnify, defend, and hold harmless Apollo First Aid, its instructors, employees, agents, and affiliates from any and all claims, liabilities, damages, losses, costs, and

expenses (including legal fees) arising from or related to participation in any training course, including but not limited to personal injury, property damage, or third-party claims.

The Client acknowledges and agrees that participation in first aid training involves inherent risks, and by enrolling in a course, the Client voluntarily assumes all such risks. Apollo First Aid and its affiliates shall not be held liable for any injuries, damages, or losses sustained during the training, whether caused by negligence or otherwise.

9. GENERAL TERMS

- The Client agrees to comply with all applicable health and safety regulations during the training.
- Apollo First Aid reserves the right to refuse service to any participant who fails to meet course requirements or violates safety guidelines.
- This Agreement is governed by the laws of the jurisdiction in which the training is conducted.

10. OTHER COURSE SPECIFICS

For Online Courses:

- May be booked at any time, online courses will be issued by email within 72 hours of booking.
- Requires payment at time of booking.
- No refunds available for online courses.

For Blended (Partly Online) Courses:

- The online portion of the course will be assigned to participants a maximum of 30 days in advance.
- The online course component **must be complete prior** to attending the in-class day, no exceptions. Proof of a completion certificate will be required (print out or screen shot).
- Participants will not be allowed to attend the in-class day if the online portion is incomplete. No refunds will be issued for incomplete participants.

For Recertification Courses:

- Recertifications must be **completed** before the expiry date of the participant's current card.
- Proof of a valid certificate should be either (a) emailed or texted to Apollo First Aid and Safety Training via the contact info below or (b) shown to the instructor at the course start.
- If no proof of valid certificate is provided in advance, the participant may attend the course. The proof of valid certificate must be provided by the end of course. If the certificate is invalid, the participant will be considered incomplete, and no recertification will be issued. No refunds will be issued for incomplete participants.

By booking a course with Apollo First Aid, the Client acknowledges that they have read, understood, and agreed to the terms and conditions outlined in this Agreement.

Apollo First Aid Contact Information:

Website: www.apollofirstaid.ca

Email: kaylinnolin@live.ca