

SOLSTICE RECREATION GROUP – POLICY AND PROCEDURES

Solstice Recreation Group (SRG), Solstice Alpine Guides (SAG), Solstice First Aid (SFA) has developed our Policies and Procedures to ensure all students 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 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.

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.
- Behaviour displaying disrespect toward fellow students and the public.
- 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

COURSE EXAMS

SRG works with a number of other training agencies that have clear expectations in terms of required passing examination marks. This generally applies to written exams, but also can apply to practical components as well. SRG does utilize the oral examination process if a student is not successful on their first attempt during their written examination. If they wish to re-examine utilizing the oral re-examination process – they may choose this option. This option will be discussed with the student by their instructor/evaluator if needed.

TUITION REFUND POLICY

To deliver your programming we begin incurring and committing significant expenses well before the program start date. Upon acceptance into the program, we require a 100% of tuition to confirm your registration.

We regret the receipt of any cancellations, but in most cases, a portion of the course cost has already been allocated before your arrival. Tuition refunds are explained here.

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If you cancel your public scheduled training 30 days prior to the course start date you will receive a 100% refund. If you cancel your training between 29 days prior to your training, you will receive no refund.

Organizational Onsite Contract training is exempt from this and requires a six (6) week cancellation on your part to receive a refund. If we receive written cancellation within the six (6) weeks we are unable to issue you a refund. This is due to the fact that your course dates have been held months in advance.

If Solstice Recreation Group cancels any training due to adverse weather conditions, we will credit you for the next scheduled course. There are no refunds if your training is cancelled due to weather – only course credits.

If you do not show on day one of your course – there will be no refund.

All training requires a minimum number of participants to run. If your course does not have the required number of participants to meet the minimum number of participants, SRG can cancel the training date. A full refund will be issued to participants if this occurs.

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. We encourage all applicants to ensure they are physically fit prior to them participating in our training.

Thank you for your understanding

Regards

Ray Hawkes

Ray Hawkes
Director of Operations

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