



## Will Power Wellness & Consulting, LLC

### CPR/BLS Class Cancellation & Refund Policy

What is the cancellation/refund policy for Online/Classroom /Instructor classes?

- \* *Cancellation attempts must be clear and specifically made in person, on a phone call/ conversation, text message, or email directed to Will Power Wellness & Consulting, LLC or an affiliated agent/Instructor (heretofore identified as the “Agency”) via the contact information provided at the bottom of the page.*
  
- \* A student can cancel class enrollment 10 days before the start of the class without penalty- and receive a full refund. If a cancellation occurs after this, the following amounts are refunded:
  - \* 50% from 6 to 9 Business Days before the event starts;
  - \* 25% from 3 to 5 Business Days before the event starts;
  - \* 10% from 2 to 3 Business Days before event starts;
  - \* 0% from 0 to 1 Business Day before the event starts.
  
- \* What is the cancellation policy for Instructor classes? Students receive all course materials after registration. Enrollment for Instructor course may be cancelled within 24 hours of purchase and receive a full refund. After 24 hours, no refunds will be given.
  
- \* In the case of an Emergency, the student can postpone attendance to a class (at no cost) if the instructor is notified within 1 hour of the scheduled class start time. In this case, credit will be granted, and may be applied towards attendance at another course/date, upon Agency approval. No refunds will be given.
  
- \* If the Agency postpones a class, credit will be granted, and may be applied towards attendance at another (approved) course/date. No refunds will be given.
  
- \* *Modification/adjustment to the Cancellation & Refund Policy is at the discretion of the Agency.*