

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

A student can cancel class enrollment 3 days before the start of the class without penalty, if a cancellation occurs after this the following amounts are refunded: 20% from 2 to 3 Business Days before event starts; 0% from 0 to 1 Business Day before the event starts. All communications in regard to Cancellation or Rescheduling MUST be in writing. No refunds can be given 24 hours before the class. Rescheduling class: \$30 rescheduling fee has to be paid.

What is the cancellation policy for Home Health Aide Class:

A student can cancel class enrollment 3 days before the start of the class without penalty, if a cancellation occurs after this the following amounts are refunded: 30% from 2 to 3 Business Days before the event starts; 0% from 0 to 1 Business Day before the event starts. All communications in regard to Cancellation or Rescheduling MUST be in writing. No refunds can be given 24 hours before the class. Rescheduling class: \$50 rescheduling fee has to be paid.

What is the cancellation policy for CNA class:

Please refer to the enrollment agreement signed at registration.

***Reschedule more than once:** Things happen while you least expect them. In case of Emergency, the student can reschedule a class at No Cost **if more than 3 days notice is given** to reschedule. **A Reschedule Fee of \$35.00 applies if rescheduling happens less than 72 hrs before skills session.** If the candidate reschedules and misses the class, the candidate has to register and pay for the course to be registered again - no credit will be awarded to the student.

Class Registration Errors:

Students are responsible for their own registration. If a student signs up for the wrong class, student should email Saving Hands at info@savinghands.net to change to the preferred course **within 24 hours of receiving the Online Portion**. If the Student does not communicate the changes needed, the student will be responsible for the Total Cost of processing the required Certificate if the changes are done after 24 hours.

Late Arrival: Things happen while you least expect them. A student can arrive to the class 10 minutes late after the beginning of class without penalty. If a student arrives to the class more than 10 minutes after beginning of the class, the student is responsible to reschedule the class to a later date and pay the rescheduling fee of \$30.

*If the Agency reschedules a class due to Emergency or unforeseen circumstances, Students will be issued a Credit and a choice to make another preferred date at No Cost to them. No Refund will be issued.