***CANCELLATION, REFUND, RESCHEDULING , LATENESS & NO SHOW POLICY***

**CANCELLATION**

If you need to cancel a class, the following fees will be deducted if the online key is activated (**BLS- $25, ACLS & PALS - $135**)

**NO REFUND** will be issued if the cancellation is requested within 2 business days ***(***of the class (*please see the Rescheduling Policy below)*

***Please contact AHA for technical support/issues at help@onlineaha.org  or  1-888-242-8883 between the hours of 9 a.m.-5 p.m. EST (GMT-5) M-F if you have any questions.***

EMPB reserves the right to cancel any classes . If such situations do occur, you will be notified at least 1 day in advance and will be given a choice to reschedule without penalty or receive a refund (less the cost of any activated online key as noted above).

EMPB reserves the right to cancel any classes without  refunds due to natural disaster, extreme weather conditions, building shut downs, or other uncontrollable causes that are not related to EMPB. If such situations do occur, you will be allowed to reschedule without penalty, retain credit without expiration, or receive a refund (less the cost of any activated online key). .

**RESCHEDULING**

In order to reschedule, you must contact us via email at empb.ctc@gmail.com or by phone at 718 270-6315. You may only reschedule **once** for each course.

**3 days in advance or more notice:**If you contact us 3 business days *(Mon-Fri, 9am­-5pm EST)* or more before the day of your class, then **no fee**will incur.

**1­- 2 days before the day of the course:**If you contact us 1 to 2 day business days the day of your class:

* **$25 fee** will apply for BLS
* **$50 fee** for ACLS or PALS.

You are **not allowed** to reschedule on the day of the class. If you request to reschedule on the day of the class, you will be considered as a **NO SHOW** student. *(Please see the NO SHOW policy below.)*

**We do not allow rescheduling more than once.** We will not issue refund, grant credit, or reschedule you to another class if you are not able to make it to your rescheduled class.

**LATENESS**

You must come to class on time. We recommend you to arrive to class 15 minutes prior to the start of the class.

* **If you are more than 15 minutes late to class, you will not be allowed into the class.**
* If you are within 15 to 45 minutes late to the start of the class, you will be eligible to reschedule according to the above “1­-2 days before the day of the course” policy. We grant this leniency only to students who make the attempt to come to class but are too late to attend.
* Students who claim to be late but are unable to come to the actual location within the 15 to 45 minutes timeframe will not be granted this privilege. Please see the above rescheduling policy for more rescheduling details.
* If you are late for an already rescheduled class, you will be considered as a NO SHOW student *(Please see the NO SHOW policy below.)*

**NO SHOW**

You will be considered as a NO SHOW student if you do not show up to class and do not notify us at least 1 business day *(Mon-Fri, 9am­-5pm EST)* before the start of the class. If you are a NO A SHOW student, we will not issue any refund, grant credit, or allow you to reschedule for another class.