



# Ready Rescue Training – Policies & Procedures

At Ready Rescue Training, our goal is to provide high-quality, consistent, and safe training experiences for all participants. The policies below help us keep classes organized, fair, and efficient for everyone involved.

By enrolling in any course, participants and/or booking parties acknowledge and agree to these policies.

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## 1. Payment & Scheduling

To secure your training date and ensure smooth scheduling:

- All payments must be made through the Ready Rescue Training website or an official invoice.
  - We do not accept in-person payments from employees unless explicitly authorized by Caleb Nelson.
  - Full payment is required in advance unless otherwise agreed in writing.
  - We request at least two (2) weeks' notice for scheduling training sessions.
  - Training booked within two (2) weeks of the course date must be paid in full at the time of booking.
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## 2. Private Group Training (Non-Hosted)

For private group bookings:

- Full payment is due no later than one (1) month prior to the training date by 6:00 PM.
  - If booking occurs within two (2) weeks of the training date, full payment is required immediately.
  - Access to online learning materials will be provided once payment has been received in full.
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## 3. Hosted Training

For hosted (company-arranged) training sessions:

- A 50% non-refundable deposit is required to reserve your training date.
  - The remaining balance is due no later than two (2) weeks prior to the scheduled training date by 6:00 PM.
  - If the remaining balance is not received by the deadline, the training may be canceled and the deposit retained.
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## 4. Refunds, Cancellations & Rescheduling

We understand that plans can change. The following policies help us manage scheduling fairly for all participants.

### Cancellation Fees

- Lifeguard courses: \$200 cancellation fee applies.
  - Rescheduling may be available at a \$50 transfer fee if space allows
- Instructor courses: \$200 cancellation fee applies.
- Private group training: 50% cancellation fee applies.
- Hosted training: deposits are non-refundable.

### Participant-Initiated Cancellations

- Cancellations made within 24 hours of the scheduled in-person training are not eligible for refunds.
- Missed sessions, late arrivals, or no-shows are non-refundable.

### Company-Initiated Cancellations

If Ready Rescue Training must cancel due to weather or unforeseen circumstances, participants will be offered:

- A free reschedule, or
- A full refund

### Non-Refundable Situations

Refunds are not issued for:

- Not meeting course prerequisites
- Not completing required skills
- Removal due to disruption or policy violations

- Failure to complete required online coursework
- Missed sessions or late arrivals

## **Rescheduling**

- Rescheduling is subject to availability.
  - A \$50 transfer fee applies to large private groups (6 or more participants).
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## **5. Attendance & Participation**

To meet certification requirements and maintain class quality:

- Full attendance is required for all courses.
  - Participants must arrive on time.
  - Late arrivals that disrupt class flow may require rescheduling.
  - Valid government-issued photo ID is required for participation.
  - Participants unable to attend the full session will not be certified and must re-enroll at full cost.
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## **6. Course Prerequisites (Lifeguarding & Jr. Lifeguarding)**

To ensure safety and success in the course:

- All prerequisite swim tests must be completed and passed before participation.
  - If a swim test is missed, it may be completed before the first class if time allows.
  - Participants who do not meet prerequisites will not be able to continue in the course and must re-enroll.
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## **7. Skills Evaluation & Certification**

Certification requires demonstration of all required skills, including but not limited to:

- CPR compressions
- Rescue breathing
- Water rescue techniques (if applicable)

Participants must demonstrate skills to standard to receive certification. If skills cannot be completed after instruction and correction, certification cannot be issued.

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## 8. Blended Learning (Online Coursework)

- All required online coursework must be completed before attending in-person training.
  - Participants who do not complete online coursework must reschedule and re-enroll.
  - Access to online materials is provided after full payment is received.
  - Employers and group coordinators are responsible for ensuring participants complete all online requirements.
  - Ready Rescue Training is not responsible for incomplete pre-course work.
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## 9. Conduct & Removal

We strive to maintain a respectful and productive learning environment.

- We reserve the right to remove any participant who disrupts class or interferes with instruction.
  - A warning may be issued at the instructor's discretion.
  - Continued disruption may result in immediate removal without refund.
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## 10. Accommodations

We are committed to accessibility and inclusion.

- Reasonable accommodations may be provided for individuals with documented medical conditions or disabilities, in accordance with applicable laws.
  - Certification requirements and performance standards cannot be modified.
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## 11. Materials & Equipment

- Digital training materials are provided and comply with American Red Cross guidelines.
  - Required equipment (such as CPR masks, rescue tubes, and hip packs) is provided.
  - Participants may bring their own CPR mask if preferred.
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## 12. On-Site Training Logistics

To ensure efficient setup and delivery of on-site training:

- Chairs and tables are not included unless arranged in advance.
- If Ready Rescue Training is required to provide tables or chairs, a \$50 equipment fee applies.

- A minimum of one (1) hour before and after training is required for setup and breakdown.
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## **13. Liability Waiver Requirement**

- All participants must complete and sign a liability waiver before participating.
  - Failure to submit the waiver will result in denial of participation without refund.
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## **14. Policy Updates**

- Ready Rescue Training may update or modify policies as needed.
  - The most current version will always apply to future bookings.
  - Participants are encouraged to review policies before registering for a course.
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By registering for a course, you acknowledge that you have read, understood, and agree to these policies.

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