



## Ready Rescue Training Policies

### Payment & Scheduling

- All payments must be made through the Ready Rescue Training website or via official invoice.
- Payments will not be accepted in person by employees unless explicitly authorized by Caleb Nelson.
- Payment is required in advance and in full for all courses unless otherwise stated.
- Ready Rescue Training will not schedule classes without a minimum of two (2) weeks' notice and payment unless authorized by Caleb Nelson.

#### Private Group Training (Non-Hosted):

- Full payment must be received no later than two (2) weeks prior to the scheduled training date by 6:00 PM.
- If a training is scheduled within two weeks of the training date, full payment must be received 10 days prior to the scheduled date.
- Online blended learning access will not be released until payment is received in full.

#### Hosted Training:

- Hosted training requires a 50% non-refundable down payment to secure the training date.
- The remaining balance must be paid no later than two (2) weeks prior to the scheduled training date by 6:00 PM.
- Failure to submit the remaining balance by the deadline may result in cancellation.

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### Refunds & Cancellations

- The refund schedule applies to cancellations only and includes private, group, and hosted training.
- If a lifeguard candidate needs to cancel a \$200 cancellation fee applies.
- If a cancellation for an instructor course is granted a \$200 cancellation fee applies.
- For private training a cancellation fee of 50% applies.
- Cancellation due to inclement weather or an unprecedented event to Ready Rescue Training's behalf, 75% of the paid amount will be refunded.
- Within 24 hours of the scheduled in-person training session no refunds will be given for any circumstances on the participants end.

### No refunds will be issued for:

- Failure to meet course prerequisites 24 hours prior to the in-person training.
  - Failure to complete required skills
  - Removal due to disruption or policy violations
  - Missed sessions or late arrivals
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### Attendance & Participation

- Full attendance is required for the entire duration of all courses.
  - Participants who do not attend the full session will not receive certification and must reschedule.
  - A \$50 transfer fee applies when rescheduling large private groups (6 or more participants).
  - Participants must arrive on time.
  - Late arrivals who cannot be accommodated without disrupting the class will be required to reschedule.
  - Participants must present valid photo identification.
  - Failure to provide ID will result in removal from the training site without refund.
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### Course Prerequisites (Lifeguarding & Jr. Lifeguarding)

- Participants must successfully complete the **prerequisite swim test** to be admitted into the course.
  - If the initial swim test is missed, it may be conducted before the first day of class **if time allows**.
  - Participants who fail to complete or pass the prerequisite swim test will not be permitted to continue.
  - Failure to meet prerequisites results in removal from the course **without refund** and requires rescheduling at full cost.
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### Skills & Certification

- Participants must successfully complete all required hands-on skills, including CPR compressions, rescue breathing, and water rescues (where applicable).
  - Failure to demonstrate proper technique, even after instructor correction, will result in non-certification without refund.
  - Participants may enroll in a future class at full cost.
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### Blended Learning (BL) Courses

- Completion of the online portion is required prior to in-person training.
  - Participants who fail to complete the online portion before class must reschedule and enroll in another course at full cost.
  - Ready Rescue Training may monitor online progress.
  - Employers are responsible for reminding participants to complete the online portion.
  - Online access will not be released until payment has been received.
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## **Conduct & Removal**

- Ready Rescue Training reserves the right to deny entry or remove participants who disrupt the class, instructor, or learning environment.
  - One warning may be issued at the instructor's discretion.
  - Continued disruption may result in immediate removal without refund.
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## **Accommodations**

- Instructors may provide reasonable accommodations for medical conditions or disabilities in accordance with applicable law.
  - Certification requirements cannot be altered.
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## **Materials & Equipment**

- Physical manuals are not required per American Red Cross guidelines.
  - Digital materials are compliant.
  - Ready Rescue Training provides CPR masks, hip packs, and rescue tubes for training use.
  - Participants may bring their own CPR mask if preferred.
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## **On-Site Training Logistics**

- Chairs and tables are not provided for on-site training unless otherwise specified.
- A \$50 equipment fee applies if Ready Rescue Training is required to supply chairs and tables.
- Please allow one hour before and after training for setup and breakdown.