



Ready Rescue Training Policies

- All payments must be made through the American Red Cross website or via invoice. Payments will not be accepted through the Ready Rescue Training LLC website or in person by employees unless explicitly authorized by Caleb Nelson.
- Participants must complete the prerequisite swim test to be admitted into the course. If the initial swim test is missed, one may be conducted before the first day of class if time allows. If the Prerequisite Swim Portion cannot be completed, the participant will not be admitted to the course.
- For all courses offered by Ready Rescue Training full attendance is required for the entire duration of the course. Participants who do not attend the full session will not receive certification and must reschedule. A \$50 transfer fee will apply when rescheduling for large private groups (6+ or more)
- Participants must successfully complete all required hands-on skills, including CPR compressions, rescue breathing, and water rescues (for lifeguarding courses). Failure to demonstrate proper technique even after correction by the Instructor will result in non-certification with no refund. Participants may enroll in a future class at full cost.
- Participants who do not meet the prerequisite swim requirements will not be permitted to continue and must reschedule with no refund.
- Instructors may modify training methods for medical conditions or disabilities; certification requirements cannot be changed.
- All Blended Learning (BL) courses require completion of the online portion 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 will monitor participants progress for the Online Portion but it is the employer's job to remind participants to complete the online portion.
- Ready Rescue Training reserves the right to deny entry or remove participants who disrupt the class or instructor. Continued disruption after one warning may result in removal without refund.
- 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.
- Payment for private group training must be received no later than one week prior to the scheduled training date at 6pm.
- For last-minute bookings made within 4 days or less for the scheduled session date, payment is due by 6:00 PM the day before training. Failure to meet payment deadlines will result in cancellation. Rescheduling decisions are at the discretion of Caleb Nelson.
- Participants must present valid photo identification. Failure to provide ID may result in removal from the training site.
- Participants must arrive on time. Late arrivals who cannot be accommodated without disrupting the class will be required to reschedule.
- Private group training cancellations are eligible for a 50% refund.

- Individuals who partake in a Public course and need to cancel are eligible for a refund if it is made within 24 hours of the course start time and are eligible for a 50% refund.
- Chairs and tables are not provided for on-site training unless otherwise specified. A \$50 fee will apply if Ready Rescue Training is required to supply chairs and tables.
- Please allow one hour before and after training for setup and breakdown.
- If a group requests training within three days of initial contact, a \$50 priority fee will apply to accommodate expedited scheduling.