



# 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 10 days of the scheduled in-person training are eligible for 50% 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 will be issued if an alternative class with available openings is offered on the same dates and times at a different location and the participant chooses to transfer.
- If the participant declines to reschedule under these terms, a 50% refund will be issued.

### 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.
  - If Ready Rescue Training is hosting a lifeguard course at an outdoor pool, the pool must be up to standards with the county in which it is located. If the pool is deemed unsafe or not up to county or American Red Cross standards then the training will be rescheduled or canceled with a refund.
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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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