



## Ready Rescue Training Policies

- All payment must be done through the American Red Cross website or Invoice. Payment will not be taken through Ready Rescue Training LLC website or its employees in person unless otherwise authorized through Caleb Nelson.
- If you are not able to make it to the initial prerequisite swim test one may be done before the first day of class if time allows. If we are not able to grant that request and you are not able to attend the in class prerequisite swim test then you cannot be admitted into the course.
- Full attendance is required through the session of your course date. If you are not able to show up for the entirety of the course then you will not be granted a certification and asked to reschedule. If that is the case Ready Rescue Training will give the participant other training dates to choose from and will be put in that course with a transfer fee of \$10.
- If the participant is not able to meet the prerequisite swim portion of the course then they will not be allowed to partake in the class. They will be asked to reschedule for a different class. No refunds will be granted.
- Students must participate in all required hands on-skills, including CPR compressions, rescue breathing and water rescues (for lifeguarding courses) to be able to pass the course. If they cannot properly demonstrate the correct technique then they will not be able to obtain the certification and no refund will be given. Ready Rescue Training will allow them to switch into the next class but they will be required to pay the full amount for that next course.
- If a participant has a medical condition or disability that restricts their ability to correctly perform the skill then the instructor can modify the training then appropriate but cannot change the certification requirements.
- Lifeguarding, lifeguarding Recertification, First Aid CPR/AED and our CPRO (Instructors) course are all Blended Learning meaning they require an online completion prior to participating in the In Person portion of the course. If the online portion is not completed prior to the class then the participant will have to reschedule for another day. Ready Rescue Training will offer the participant another course they can join at full cost.
- Ready Rescue Training has the right to deny entry or to let an individual continue on with the course if they are a disruption to the class and instructor. Everyone in the course must be attentive and not cause any distraction to others. If a participant causes continuous distraction and the instructor has addressed it once to that individual, if they continue to create a distraction the instructor reserves the right to ask them to leave.
- Per American Red Cross, Ready Rescue Training does not have to give physical manuals to participants. If digital materials are provided, Ready Rescue Training is within the American Red Cross compliance. We will have CPR Masks, Hip Packs, Rescue Tubes for participants to use. If you feel more comfortable bringing your own CPR mask you are welcome to do so.
- Payment Including but not limited to; Invoice through Square, Venmo, Cashapp, American Red Cross etc must be sent and obtained by Ready Rescue Training no more than a week in advance from the scheduled training session for a private group training. If this deadline is not met the training will not be held unless training is last minute then payment is required the day before at 6pm. Rescheduling will be up to Caleb Nelson.

- All photo ID will be checked ensuring that the participant is the right participant. If ID is not provided then the instructor has the right to ask that person to leave the training site.
- Participants must be on time for the scheduled training session date. If the participant is late and is not able to be caught up without disrupting the class time then they will be asked to reschedule.
- If a private group training session is scheduled and payment has been issued to Ready Rescue Training LLC and that group has to cancel the training payment will be refunded for only 50% of the original cost.
- If a public course is being held and the participant has to cancel they will be refunded 50% of the original cost.