



Ready Rescue Training – Policies & Procedures

By enrolling in any Ready Rescue Training course, all participants and/or booking parties acknowledge and agree to the following policies and procedures.

1. Payment & Scheduling

- All payments must be made through the Ready Rescue Training website or via an official invoice.
 - Payments will not be accepted in person by employees unless explicitly authorized by Caleb Nelson.
 - Full payment is required in advance for all courses unless otherwise specified in writing.
 - Ready Rescue Training requires a minimum of two (2) weeks' notice to schedule training unless otherwise approved.
 - Training scheduled within two (2) weeks of the requested date must be paid in full **at the time of booking**.
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2. 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 the training is booked within two (2) weeks of the scheduled date, full payment is due immediately upon booking.
 - Access to online blended learning materials will not be granted until payment has been received in full.
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3. Hosted Training

- A 50% non-refundable deposit is required to secure all hosted training dates.
- 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 of the training without refund of the deposit.

4. Refunds, Cancellations & Rescheduling

- These policies apply to all individual, private, group, and hosted training sessions.

Cancellation Fees:

- Lifeguard courses: A \$200 cancellation fee applies.
- Instructor courses: A \$200 cancellation fee applies.
- Private group training: A 50% cancellation fee applies.
- Hosted training: Deposits are non-refundable.

Participant-Initiated Cancellations:

- No refunds will be issued for cancellations made within 24 hours of the scheduled in-person training.
- Missed sessions, late arrivals, or failure to attend will not be eligible for a refund.

Company-Initiated Cancellations:

- If a training is canceled due to circumstances on the part of Ready Rescue Training (including inclement weather or unforeseen events), participants will be offered the option to:
 - Reschedule at no additional cost, **or**
 - Receive a full refund.

Non-Refundable Situations:

No refunds will be issued for:

- Failure to meet course prerequisites
- Failure to complete required skills
- Removal due to disruption or policy violations
- Failure to complete required online coursework
- Missed sessions or late arrivals

Rescheduling:

- Rescheduling requests are subject to availability.
- A \$50 transfer fee applies to large private groups (6 or more participants).

5. 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 enroll in a future course at full cost.
 - Participants must arrive on time.
 - Late arrivals who cannot be accommodated without disrupting the class will be required to reschedule.
 - All participants must present valid government-issued photo identification.
 - Failure to provide proper identification will result in removal from the training without refund.
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6. Course Prerequisites (Lifeguarding & Jr. Lifeguarding)

- Participants must successfully complete all prerequisite swim tests to be admitted into the course.
 - If the initial swim test is missed, it may be completed prior to the first day of class if time permits.
 - Participants who fail to complete or pass prerequisite requirements will not be allowed to continue in the course.
 - Failure to meet prerequisites will result in removal without refund and require re-enrollment at full cost.
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7. Skills Evaluation & Certification

- Participants must successfully demonstrate all required skills, including (but not limited to):
 - CPR compressions
 - Rescue breathing
 - Water rescue techniques (if applicable)
 - Participants who are unable to demonstrate required skills to standard, even after instruction and correction, will not receive certification.
 - Participants may enroll in a future course at full cost.
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8. Blended Learning (Online Coursework)

- Completion of all required online coursework is mandatory prior to attending the in-person session.
- Participants who fail to complete the online portion before the scheduled training will be required to reschedule and enroll in a future course at full cost.
- Ready Rescue Training reserves the right to monitor participant progress in online coursework.
- Employers or group coordinators are responsible for ensuring participants complete all required online components.
- Access to online materials will not be provided until payment is received in full.

- Ready Rescue Training is not responsible for incomplete prework. Ready Rescue Training and its employees are not responsible for checking on participant progress.
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9. Conduct & Removal

- Ready Rescue Training reserves the right to deny entry or remove any participant who disrupts the class, instructor, or learning environment.
 - A warning may be issued at the instructor's discretion.
 - Continued disruption or inappropriate behavior may result in immediate removal without refund.
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10. Accommodations

- 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

- Physical manuals are not required in accordance with American Red Cross guidelines; digital materials are provided and compliant.
 - Ready Rescue Training provides necessary training equipment, including CPR masks, hip packs, and rescue tubes.
 - Participants may bring their own CPR mask if preferred.
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12. On-Site Training Logistics

- Chairs and tables are not included for on-site training unless explicitly agreed upon in advance.
 - A \$50 equipment fee will apply if Ready Rescue Training is required to provide chairs and tables.
 - A minimum of one (1) hour before and after training must be allowed for setup and breakdown.
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13. Liability Waiver Requirement

- All participants are required to complete and sign a liability waiver prior to participating in any training.

- Failure to complete the required waiver will result in denial of participation without refund.
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14. Policy Modifications

- Ready Rescue Training reserves the right to modify, update, or change these policies at any time without prior notice.
 - It is the responsibility of participants and clients to review the most current version of these policies prior to booking or attending training.
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By registering for a course, you acknowledge that you have read, understood, and agreed to all policies outlined above.

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