

COVID-19 AND POLICIES

Masks are mandatory in our courses and must be properly worn. Prior to entry you will be required to fill out a covid-19 questionnaire. If you exhibit any symptoms please let the instructor know. All equipment, tables and chairs are sanitized prior to and after every use.

We collect and keep your contact information for contact tracing if required by public health.

TERMS AND CONDITIONS

In order to obtain certification you must attend 100% of the course and be able to demonstrate the skills to the required standard. This is a Canadian Red Cross requirement.

Refund Policy

Client Cancellation:

There are No Refunds for our courses.

No-shows, Withdrawal or Incomplete in a course = No refunds

If you are unable to attend a course for any reason (ei: illness), you may pick another course to attend but we must be notified prior to the start of the original course.

Course materials are ordered at least 7 business days before the start of the course. Please respect that these courses require a minimum number of participants to be able to run.

Client Requirements:

100% attendance

Successful completion of skills and scenarios

75% (First Aid) passing grade on written test.

First Aid Clinics of Canada Cancellation:

In the event of instructor illness or extenuating circumstances, if First Aid Clinics of Canada has to cancel a course, you will be rescheduled to another date of your choosing (unless course is sold out) at no cost.

If we have to cancel a course that you have registered for, you have 30 days from the original course date to reschedule to another course or you are considered a 'no-show' and no refund will be given.

Course Policies - Group/Corporate Bookings

Course Minimums:

First Aid & CPR/AED Blended and BLS (HCP) – 8 participants (our location) 8 participants (your location)

Minimums may be higher depending on location of course.

* If you request a 2 day in person First Aid course, an additional \$300 instructor fee must be added to your invoice.

Billing:

You will be invoiced for the number of participants confirmed to First Aid Clinics of Canada at the time of the booking of the course. Please be aware that participants that are absent because of no-shows, illness, etc will still be billed. Our prices are based on course minimums and manuals, materials, etc are ordered specifically for your booking.

Payment:

Payment can be made by credit card, ETF, or business cheque. Cheques should be made payable to First Aid Clinics of Canada. Overdue accounts are subject to 5% per month. Corporate clients can reschedule a course with 48 hrs notice. Less than 48 hrs notice, a \$300 instructor fee applies.

BLENDED COURSES

All online components must be completed before the course date. If you do not complete the required online components you will not be permitted to complete the in class. You may transfer to another blended course. There are NO refunds for blended courses.