



St. John Ambulance Saint-Jean

SAVING LIVES SAUVER DES VIES
at work, home and play au travail, à la maison et dans les loisirs

St. John Ambulance - Customer Service Policy – National Accounts

Withdrawals:

- Withdrawals from one/two-day classes, are charged a \$40 fee (subject to applicable taxes) for a withdrawal request received between 2 and 5 business days prior to the scheduled class date. No fee will be charged on withdrawal requests received more than 5 business days prior to the scheduled class date. For withdrawal requests received less than 2 business days prior to the scheduled class date, the full registration fee will be charged.

Transfers:

- Transfer requests for one/two-day courses, are subject to a \$25 fee (subject to applicable taxes) if requested within 5 business days of the scheduled class start date, unless otherwise legislated by Provincial Regulators.

Cancellations:

- St. John Ambulance reserves the right to cancel classes that do not reach the minimum enrollment requirements or for extenuating circumstances. Every effort will be made to notify all registrants in a timely manner prior to the class start date. The affected student will be rescheduled to another class without a fee.
- In extenuating circumstances, a refund may be considered.

No Shows:

- No show registrations will be charged the full registration fee.

Private Classes:

- Private classes, which the client cancels more than 15 business days prior to the scheduled start date, will be subject to a \$40 administration fee (subject to applicable taxes).
- If the cancellation of the class is requested within 15 business days of the scheduled start date, 50% of the cost of training (based on the minimum number of students required) and any additional non-refundable fees (i.e., accommodations, flights, travel, etc.) will be charged.

Occupational First Aid Level 2/3:

- Requests for transfer or cancellation/refund must be received five (5) full business days prior to the scheduled start date of the class or the course fee will be forfeited. A \$150.00 service fee will be charged for all changes.

National Office / Siège national | 400 - 1900 promenade City Park Drive, Ottawa ON Canada K1J 1A3
Tel/Tél. : (613) 236 - 7461 | Fax/Télé. : (613) 236 - 2425 | Email/Courriel : info@nhq.sja.ca

Charitable Registration No.: 89903 4730 RR0001 No d'Enr. d'Org. de Bienfaisance : 89903 4730 RR0001

sja.ca

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- Students who are not able to attend the course in its entirety due to extenuating circumstances are required to pay a \$150.00 transfer fee and attend the next available full course of instruction.

Occupational First Aid Level 2/3 re-exams:

- When a student is unsuccessful, a fee of \$25.00 will be charged for the written re-exam and/or a fee of \$100.00 will be charged for the practical re-exam.
- Requests for any transfer or withdrawal requests received less than 2 business days prior to the scheduled class date, the full registration fee will be charged.

Late:

- Students are expected to arrive on time.

LMS Courses (Health & Safety):

- No refunds

Blended Courses:

- For all Blended Courses, the student must complete the online portion of the program prior to the start of the in-class part of the training.
- No withdrawals are permitted for the Mental Health Commission of Canada Mental Health First Aid course
- No withdrawals from blended first aid courses are permitted once access is given to the online portion of the class. For a \$25 fee (subject to applicable taxes), Companies may substitute one class member for another so long as the student can complete the online portion of the program prior to the start of the in-class part of the training.
- In class transfers within the same course are permitted if requested more than five (5) days from the start of the classroom training. Between 2 to 5 days prior to the start of the classroom training, transfers will be permitted subject to a \$25 fee (subject to applicable taxes). No transfers will be permitted within 2 days of the start of the classroom training.

Certificate Reprints:

- A charge of \$15.00 (plus applicable taxes) will be charged on any certificate(digital/paper) reprint requested by client.

Certificate Delivery:

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- Successful in-house participants or their employers will receive their certificates at the end of the class. In other circumstances, certificates may be distributed within 5 business days following the notification of successful completion at the SJA/ASJ branch.

Product Returns & Refunds:

- St. John Ambulance proudly commits to ensuring that its products are of the highest quality and free from defects in material and workmanship. Should you be dissatisfied with our products, they may be returned for replacement or refund within 10 days of the purchase. All items must be returned in the original, unopened, packaging and merchandise must be in the same condition as received.
- For online purchases, please contact 1-855-997-9174 or products@sja.ca to obtain a return authorization number prior to shipping the product for a refund. St. John Ambulance will assume responsibility for shipping costs when the product return is due to any action on the part of St. John Ambulance. Shipping costs associated with an action on the part of the customer, such as incorrect order, are the responsibility of the customer and are subject to a 15% restock fee.

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