

Cancellation Policy

Course Cancellations by Customer

Classroom Courses

Classroom courses require a minimum **48 hours** of advanced cancellation notice prior to course start times.

OFA Level 2, 3 and EMR courses

Occupational First Aid Level 2, 3 and EMR courses require **5 business days written cancellation notice** prior to course start time. Cancellations can be sent directly to up-beat@live.ca or call 250-719-1357.

Please note: If the above required cancellation has been met, but the course manuals have been picked up or received, they are considered non-refundable.

Late Cancellation Fee

Should a course be cancelled with less than the required notice period, Up-Beat First Aid & Safety Training will retain the full course fee.

Client-Site & Private Courses

Required cancellation notice is based on the terms and conditions stated in the approved quote.

Course Cancellations by Up-Beat First Aid & Safety Training

Every effort is made to deliver classes as scheduled. However, Up-Beat First Aid & Safety Training has had to cancel classes from time to time due to unforeseen events. In such an event, Up-Beat First Aid & Safety Training will give the student/company as much advance notice as possible. We will try to accommodate the student/company in another course, or provide a full refund.