



## Course Policies

### Acknowledgement

By completing the registration process, students agree to all the terms listed below. Students also acknowledge that Twing Services AKA/DBA Heart Start Training Center reserves the right to amend these terms, with or without notice. Additionally, students agree to release Heart Start Training Center of all legal responsibility for personal injury or property damage occurred while attending a course.

### Registration Process

No course is considered reserved until registration is complete through our online portal and full payment is reserved. Students who register for a course through the American Heart Association website will remain moved to "Wait List" status until this step is complete.

Registrations to the class are treated as a 'ticket' or 'pass' to enter the class. When students complete registration a pass is issued for the class and their name is put on a roster list. Students do not need to bring the issued pass/ticket to the class as their name is already put on a roster. Students may transfer the class pass to another student in the event that they no longer wish to attend. Students who wish to transfer a pass to another student must do so at least 6 hours prior to the class and must call or email [trevor@heartstartnj.com](mailto:trevor@heartstartnj.com) to confirm the change in students roster.

Please note that as upon payment to the class students are issued a 'ticket' or 'pass' to the class. By registering to the class you acknowledge that you've received the product/service upon payment due to the ticket/pass being issued.

### Cancellations/Refunds

There will be no refunds issued once the registration process is complete. Students can reschedule for an alternate date within 60 days of the original course for no cost if they contact Heart Start Training Center at least 7 days prior to the class. Between 7 days and 24 hours prior to the class, students can reschedule for an alternate date within 60 days of the original course for a \$25 rescheduling fee. Students may not reschedule less than 24 hours prior to the class. Students wishing to reschedule for an instructor course must provide 7 days notice and pay a \$100 processing fee.

### No Call, No Show

Any students that fails to notify Heart Start Training Center of a cancellation or rescheduling request prior to the course, will be considered a no call, no show. No refunds will be issued for a no call, no show. No exceptions will be made.

### Attendance

Students should expect to arrive 15 minutes prior to the start of their course. Late admittance into the course will not be accepted. Students who arrived past the scheduled course time will be not be admitted, and will be required to pay the full course fee to reschedule.

### eCards

Effective January, 2019, the American Heart Association has switched over to the ecard system as a way for students to obtain their course completion records. Students will have an option to print and/or email a wallet sized card and full size course completion certificate. eCards are generally issued the same day, but may take up to 48 hours. If you have not received the email after 48 hours, students can also attempt to claim their ecard using the following link: <https://ecards.heart.org/student/myecards>.