

Refund, Credit & Rescheduling Policy



We understand that plans can change. Please review these terms before registering for a course, including payment obligations, eligibility for course credit, and rescheduling deadlines.

1. Payment Policy

- Students may pay the full course fee at registration or, where offered, pay a deposit to reserve a place.
- Any remaining balance must be paid in full before the course begins.
- Deposits are non-refundable, except where a refund is required by applicable law or where Pulse Point Canada cancels a course as described in Section 4.
- Students using the deposit option are exempt from standard rescheduling fees when they meet the notice and availability requirements in Section 3.

2. Refunds & Course Credits

Course registrations are generally non-refundable, except where required by applicable law or expressly provided in this policy.

- A student who requests a change at least 10 business days before the scheduled classroom training date may receive course credit, less any applicable rescheduling fee.
- Students who do not attend or arrive more than 30 minutes late are not eligible for discretionary course credit or rescheduling.
- If a course requires online training before classroom attendance, students must complete it in advance. A student who arrives without completing mandatory online components may be refused admission and will not receive discretionary course credit.
- Nothing in this policy limits any refund, cancellation, or other rights that cannot legally be waived.

3. Rescheduling Policy

Requests must be submitted at least 10 business days before the original classroom training date. Requests received later are not eligible for rescheduling or discretionary credit, subject to applicable law.

Rescheduling fees

Course	Fee
First Aid courses, including Basic Life Support (BLS)	\$50
First Responder (FR) and FR Recertification	\$200
Emergency Medical Responder (EMR), FR-to-EMR Bridge, and EMR Recertification	\$250

Deposit option: Students who paid by deposit are exempt from these rescheduling fees if their request meets the 10-business-day notice requirement. Deposits remain non-refundable except as stated in this policy or required by law.

Additional conditions

- Rescheduling is subject to available dates, times, locations, and spaces offered by Pulse Point Canada.
- Rescheduled training must be completed within one year of the original registration date. Unused discretionary course credit expires after that period, subject to applicable law.
- Rescheduling approval does not guarantee availability in a particular class.

4. Cancellations or Changes by Pulse Point Canada

Pulse Point Canada may cancel or reschedule classroom training due to low enrolment (fewer than four registrations) or circumstances beyond its reasonable control. We aim to provide at least one week of notice where practicable; unforeseen events may require shorter notice.

If Pulse Point Canada cancels a course and cannot deliver the purchased training as scheduled, students may choose either (a) a transfer to another available course date at no additional rescheduling charge or (b) a full refund of amounts paid for the cancelled course, including any deposit. Any additional rights under applicable law continue to apply.

5. Acknowledgement & Legal Rights

By registering, students acknowledge that they have been given an opportunity to review these terms. This policy is subject to applicable consumer protection and other laws; where a legal requirement conflicts with this policy, the legal requirement prevails.