



Refund and Reschedule Policy

At Pulse Point Canada, we aim to provide flexibility and clarity to our students regarding payments, rescheduling, and cancellations. Please review our updated policy below.

Payment Policy Update

1. Students can now pay a deposit to secure their spot in a course. The balance must be paid in full prior to the start of the course.
2. Deposits are non-refundable. However, students paying via deposit will not incur rescheduling fees if they need to reschedule their course date. See Rescheduling Policy.

Credit Policy

1. Refunds are not offered. Students are eligible for course credit, less a rescheduling fee as outlined below, provided the request is made at least 10 business days prior to the scheduled classroom training date.
2. Students who do not attend their scheduled classroom training or arrive more than 30 minutes late will not be eligible for any credit. See the rescheduling policy for other options.
3. Online components for courses must be completed prior to classroom training. Students who show up for classroom training without completing the online training will not be eligible for the class or any course credit. See the rescheduling policy for alternatives.

Rescheduling Policy

1. Rescheduling requests made at least 10 business days prior to the original classroom date will be subject to a rescheduling fee as follows:
 - \$50 for First Aid courses, including Basic Life Support (BLS) courses.
 - \$200 for First Responder (FR) and First Responder Recertification courses.
 - \$250 for Emergency Medical Responder (EMR), FR to EMR Bridge (Upgrade), and EMR Recertification courses.
2. Students who have paid using the deposit option for their course will not be subject to rescheduling fees if they need to change their course date, as deposits are non-refundable.
3. Rescheduling is limited to the available dates, times, and locations offered by Pulse Point Canada. Requests for rescheduling made less than 10 business days prior to the course are not allowed, and no credit will be provided.
4. All rescheduling is subject to course availability. Students must complete their rescheduled course within one year of their original registration date. Failure to do so will result in the forfeiture of their course credit.

Cancellation by Pulse Point Canada

Pulse Point Canada reserves the right to cancel or reschedule classroom training in the event of low enrollment (less than 4 registrations) or due to circumstances beyond our control. Students will be notified with a minimum of 1 week's notice.