



## CCLS Cancellation/Reschedule-Refund Policy

Policy for no notification i.e. no-shows at CCLS Training sessions:

1. The training fee will not be refunded if a cancellation call or email is not made before the class, or within 24 hrs. or after the class. For example: if an employee fails to attend the class without prior notification, there will be no refund.
2. If a call or email is received before the 24-hour cutoff,
  - 2a. the company has 60 days to reschedule and use a class registration for the registered employee or another employee for the same class.
  - 2b. the employee's training does not need to be rescheduled and only a cancellation is needed, a \$20 administration fee and credit card & registration fees will be withheld, and the remainder will be refunded.

Reminder: CCLS will not assume responsibility for notifying companies about their available reschedules/on-hold registrations. Your company is responsible for ensuring the class is completed within 60 days.

In the event of emergencies, we understand the need for flexibility. CCLS reserves the right to exercise discretion and make exceptions in such circumstances.

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