

CCLS Cancellation Policy – effective August 1st, 2019

The new policy for no notification – no shows at CCLS Trainings

1. If a cancellation call or email is not made 24 hours in advance – the training fee will not be refunded. ***If your employee just doesn't show for the class, there will be no refund.***
2. If a call or email ***is*** received before the 24-hour cutoff – the company has 60 days to reschedule the registered employee or another employee for the same class.

If there is no need to reschedule the employee's training and only a cancellation is needed, a \$20 administration fee will be withheld, and the remainder will be refunded.

CCLS will not be responsible for reminding companies of their available reschedules. That is the companies' responsibility to ensure the class is completed within 60 days.

We understand emergencies do come up. It is the discretion of CCLS to make exceptions in these situations.