

## TERMS & CONDITIONS

**General Requirements:** Students must show Government issued ID on the day of the course. Students must be physically fit to perform course specific hands-on practices i.e., bending, kneeling, lifting etc. as required by our course providers, including WorkSafeBC and Energy Safety Canada.

**Courses Starting Times:** All our courses usually start at 8:00 am with sign-in starting at 7:45am Monday to Friday. (PAL Hunter, customer site and other [course starting times may vary](#)).

Please verify by checking our course calendar before registering for a course.

**Cancellation Policy:** All courses require at least **ONE BUSINESS DAY (24hrs)** course cancelation EXCEPT,

- Standard First Aid course requires **THREE BUSINESS DAYS** course cancelation

- PAL Hunter course requires **FIVE BUSINESS DAYS** course cancelation

- OFA Level 3 First Aid requires **TEN BUSINESS DAYS** course cancelation in which case you will receive either a full refund or be rescheduled into another course at no extra charge. This course fee is "NON-REFUNDABLE" once the cancelation period expired. Student manuals for this course is also non-refundable once they've been received by the student

- Customer site course cancellations periods may differ from the above. (Please see our quote for details)

**If you cancel your booking with less than above notice you will be charged the FULL course fee, including account holders.**

**Late Arrival and No-Show Policy:** Students are deemed late when they arrive at our training location 10 min after the course starts and will not be permitted to enter the classroom. "NO SHOWS" will forfeit any prepaid course fees. This includes account holders who will be charged the full amount.

**Called out to work:** You will be refunded or rescheduled, if you let us know within the set cancellation period otherwise you will be charged the FULL course fee, including account holders.

**Complaints and Disputes:** All complaints and disputes are to be directed to our manager by either calling our office at 1(250)787-9315 or by sending an email to [mweideman@alpha-training.ca](mailto:mweideman@alpha-training.ca)

**Health Orders:** I have read and agree with Alpha Training Solutions' *Communicable Disease Prevention Plan* as posted on their website

**Proof of Vaccine:** No Proof of Vaccine is required at this time as per the Provincial Health Officer dated March 11,2022

**Privacy:** We do not sell or disclose any student/ corporate client information to any third party, other than required by law. Student information is retained for 7 years in a secure location i.e., secure electronic device, accessible only by authorized staff. ATS does not store credit card information on file.