



Emergency Response Technologies, Inc

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CANCELLATION POLICY

Due to the logistics involved in the scheduling of training services, site-requested changes to schedules can significantly impact workflow and result in lost utilization of ERT services. In order to compensate for this loss, site-requested changes will incur a cost based upon the type and timing of the change request.

The following fees apply and will be invoiced to the host site upon site-requested changes of a scheduled course. Reasonable accommodations may be made to reschedule if adequate notice is given and instructors are available. Requests for rescheduling that cannot be accommodated by ERT staff will be considered a cancellation per below rates based on timing of request.

Cancellation Fee (if requested by host site):

- 30 calendar days or more prior to scheduled course:
No Charge – unless non-recoverable costs have been incurred
- 15 to 29 calendar days prior to scheduled course:
20% of Course Cost, plus any non-recoverable travel and material costs
- 14 calendar days or less prior to scheduled course:
40% of Course Cost, plus any non-recoverable travel and material costs
- Once an instructor initiates travel or arrives at the facility for a scheduled session(s)
100% of scheduled Course Cost, plus all travel and material expenses will be charged

Reschedule Fee (if requested by host site):

- 30 calendar days or more prior to scheduled course
No Charge
- 15 to 29 calendar days prior to scheduled course
10% of Course Cost, plus any non-recoverable travel costs or airline change fees
- 14 calendar days or less prior to scheduled course
20% of Course Cost, plus any non-recoverable travel costs or airline change fees

All efforts will be made to conduct the training as scheduled, apart from unforeseen events beyond the control of ERT.

Our Mission is Lifesaving...