

REFUND POLICY

NO REFUNDS OR CREDITS. This includes participants who do not complete the course prerequisites, do not attend all scheduled classes, do not pass course skills with proficiency, and do not pass the written exam with a score of at least 80 percent (if required by an employer). This refund policy is for all courses, classes, and workshops, **except the vocational school/classes/courses.**

CLASS IMAGES

Vital Hearts periodically takes pictures and records videos throughout our training/classes/workshops. These images and videos are only used for marketing purposes. If a participant/customer would like to opt out of being recorded or photographed, please notify the Vital Hearts LLC staff before your class. This can be done by calling, emailing, or texting our office.

If our staff does not receive an opt-out notice via phone or email it is understood each registered participant has read class/company policy and agrees/consents to be photographed, recorded, and/or both.

CLASS TRANSFER:

The class transfer fee is **50% of your original class.** This fee must be received before transfers are processed and confirmed. Participants must find a new class, email the office to confirm the date/time is available, and pay the transfer invoice. The online request must be made **48 hours** before the start of your class (excluding Instructor Class). No same-day request will be honored. This includes no-shows and tardiness. **This does not apply to vocational classes/courses.** **Please refer to your Enrollment Agreement and Catalog.**

Participants may transfer a total of one time, and the training must be completed within **30 days** of the original class date. Please choose the date and location you will be able to attend.

FA-CPR Instructor Class (only):

60 days before a class will be allowed to transfer a total of (1) time without incurring a transfer fee. No fee.

59-30 days before the class will be assessed a **\$95** transfer fee. No refund.

29-15 days before the class will be assessed a **\$125** transfer fee. No refund.

14-7 days before the class will be assessed a **\$150** transfer fee. No refund.

6-4 days before the class will be assessed a fee of **50%** of your class amount. No refund.

3-1 day before your class will forfeit your class. No transfers allowed. No exception. No refund.

ENROLLMENT:

Enrollment in any of our classes does not guarantee success or certification. Participants are expected to prepare for our classes, training, and workshops like you would for a college class or any other class. Please prepare.

Sick: If you're sick and unable to attend your training. Vital Hearts LLC will waive a portion of your transfer fee. This only applies to those sick with (COVID-19, Flu, Strep, Fever about 100 degrees, or Pneumonia). To take advantage of this partial discount, email our office with a copy of your doctor's excuse or documentation showing a positive result. Keep in mind that we will validate this information. This is not mandatory and/or required. All excuses are confidential and will be discarded after viewing. Our office must be notified 72 hours before your class. No exceptions. **This does not apply to vocational classes/courses. Please refer to your Enrollment Agreement and Catalog.**

UNSUCCESSFUL PARTICIPANTS:

Unsuccessful participants are allowed to transfer a total of (1) time for a fee of \$60. The transfer must be completed within 30 days of your original class and used within 3 months of your original class date. Transfers are at the discretion of the Instructor Trainer and by invitation only.

CLASS ETIQUETTE

Participants are expected to conduct themselves respectfully. This includes but is not limited to being respectful of their instructor and classmates. If a student/participant causes a disruption, disrespect, or openly causes a problem or issue in one of our training, they will be immediately

removed and banned indefinitely. No refunds. No credits. **This does not apply to vocational classes/courses. Please refer to your Enrollment Agreement and Catalog.**

We kindly ask you to be respectful in your training or workshop.

OUTSTANDING BALANCE:

If an organization or client has an outstanding balance with us, this balance must be paid to our company before our company issues certification to participants. We believe in building trust with our clients and this policy helps ensure that.

CLASS START TIME POLICY:

If an organization or client schedules a class and after the instructor arrives the organization or client delays the instructor(s) from beginning the course, the organization or client will be charged at a rate of \$25/ hour which will be billed in 15-minute increments. This will be billed to the organization's or client's original payment method(s). Certification cards will **NOT** be issued until the balance is **PAID IN FULL**.

Instructors will cancel a company's or business training after approximately 15 minutes. **NO EXCEPTIONS!** Your business will still be responsible for the entire amount of your training. Students must arrive on time and be present for the entire class to receive certification. **No late admittance will be allowed.**

BUSINESS POLICY

Vital Hearts LLC will issue certification only after full payment has been received and the training has been completed, unless prior arrangements have been made. Partial payments are not accepted.

If a company or business cancels a scheduled training session without providing a 14-day written notice via email, full payment remains due—no exceptions.

Rescheduling a training session incurs a \$75 rescheduling fee in addition to the standard training fees. Since rescheduling impacts on our availability to other clients, each business is permitted to reschedule only once.

Invoices not paid by the due date will accrue a 10% late fee on the total balance on day 30. Vital Hearts LLC will forward all unpaid balances to collections after 45 days of non-payment. Online

payments are subject to a 3.5% processing fee. To avoid this fee, please remit payment via a check (business customers).

No changes can be made on the day of training, including participant adjustments, schedule modifications, or session extensions. Your training must begin on time and follow the established curriculum. A \$25 fee will be charged for every 15-minute delay. After a 15-minute delay, the full invoice amount plus applicable fees will be due and your training will be canceled. No exceptions.

By doing business with Vital Hearts LLC, customers acknowledge and agree to abide by the company policy. Customers can view the FAQs available on our website for commonly asked questions.

WAIVER AND RELEASE OF LIABILITY

By enrolling in a class with **Vital Hearts LLC**, I acknowledge and agree to the following:

1. **Assumption of Risk:** I understand that participation in BLS, CPR, First Aid, AED, and other training courses involves physical activity, which may include but is not limited to kneeling, bending, and performing chest compressions. I voluntarily assume all risks associated with my participation, including but not limited to injury, illness, or other unforeseen circumstances.
2. **Medical Fitness:** I certify that I am physically and medically able to participate in the training. I understand that if I have any concerns about my health or physical ability, it is my responsibility to consult a physician before participating.
3. **Release of Liability:** I, on behalf of myself, my heirs, assigns, and personal representatives, release and hold harmless **Vital Hearts LLC**, its owners, instructors, employees, agents, and affiliates from any claims, liabilities, demands, actions, or causes of action arising from my participation in the training, including but not limited to injuries, damages, or losses of any kind, whether caused by negligence or otherwise.
4. **No Guarantee of Certification:** I acknowledge that participation in a training course does not guarantee certification. Certification is granted only upon successful completion of all course requirements.
5. **Photography & Media Release (Optional):** I grant permission for **Vital Hearts LLC** to use any photographs or videos taken during the training for promotional, educational, or marketing purposes. **If I do not wish to be photographed or recorded, I will notify the instructor before the start of class.**
6. **Binding Agreement:** I acknowledge that by enrolling in a class, I have read, understood, and voluntarily agreed to this Waiver and Release of Liability. I understand that this agreement is legally binding and enforceable.

VOCATIONAL SCHOOL POLICY:

Students enrolled in vocational classes (CNA, EKG, Phlebotomy, Medical Assistant, and Patient Care Technician) should call the office, and refer to the Enrollment Agreement, or School Catalog.

REGISTRATION/APPLICATION FEES:

Registration/Application fees are **non-refundable and cannot be transferred**. This applies to future students enrolling in a vocational class.

PROGRAM APPLICATIONS:

Vital Hearts LLC will hold applications for approximately 30 after the future student has paid the application fee. Applications will be shredded on day 31 and future students will be required to pay another application fee.

Chargeback Policy

By purchasing products or services from Vital Hearts LLC, you agree to the terms of this Chargeback Policy:

1. No Unauthorized Chargebacks

You agree not to initiate any chargebacks or disputes with your credit card issuer or financial institution without first contacting Vital Hearts, LLC to resolve the issue. We are committed to customer satisfaction and will work with you to resolve any concerns.

2. Fraudulent Chargebacks

Initiating a chargeback for a valid transaction without a legitimate reason is considered fraud. We reserve the right to contest any chargeback and provide supporting documentation to your financial institution to demonstrate that the transaction was authorized and fulfilled.

3. Refund & Cancellation Policy Acknowledgement

Before initiating a chargeback, please refer to our Refund and Cancellation Policy. Chargebacks that violate our clearly stated policies will be disputed and may result in the forfeiture of access to current and future services.

4. Fees & Penalties

If a chargeback is initiated and resolved in favor of Vital Hearts, LLC, you may be responsible for all related fees incurred during the dispute process, including administrative costs and legal fees.

5. Account Suspension

Clients who initiate unjustified chargebacks, may be subject to termination of service and barred from future transactions with Vital Hearts, LLC.

By proceeding with your purchase, you acknowledge that you have read, understood, and agreed to these terms.