

## **HOURS OF OPERATION:**

Vital Hearts LLC operates by **appointment only**. We do not accept walk-ins for any service we provide. Appointments can be made by calling or emailing our office.

## **REFUND POLICY (excluding vocational classes)**

**No refunds. No credits.** This refund policy is for all courses, classes, and workshops, except for the vocational ones.

## **CLASS IMAGES**

Vital Hearts periodically photographs and records video during our trainings, classes, and workshops. These images and videos are used solely for marketing and promotional purposes.

Participants who wish to opt out of being photographed or recorded must notify Vital Hearts LLC staff prior to their class. Opt-out requests may be submitted by phone, email, or text to our office.

If no opt-out notice is received, it will be assumed that each registered participant has read and agrees to the company policy and consents to being photographed, recorded, or both.

## **CLASS TRANSFER:**

The class transfer fee is equal to 50% of the original class cost. This fee must be paid in full before any transfer request is processed or confirmed. Participants are responsible for selecting an alternative class date and must email the office to confirm availability before submitting payment for the transfer invoice.

All online transfer requests must be submitted at least 48 hours before the scheduled start of the class (excluding the FA-CPR Instructor Class). Same-day transfer requests will not be accepted, including cases of no-shows or late arrivals. These policies do not apply to vocational classes or courses. Please refer to your Enrollment Agreement and Catalog for additional details.

Participants are permitted one (1) class transfer only, and the rescheduled training must be completed within 10 days of the original class date. Please ensure you select a date and location you can attend.

## **FA-CPR Instructor Class — Transfer Policy Only**

- **60 days or more before the class:** One (1) transfer allowed at no charge. No refund.
- **59–30 days before the class:** \$95 transfer fee. No refund.
- **29–15 days before the class:** \$125 transfer fee. No refund.
- **14–7 days before the class:** \$150 transfer fee. No refund.
- **6–4 days before the class:** Transfer fee equal to 50% of the class cost. No refund.

- **3–1 day before the class:** Class is forfeited. No transfers permitted. No exceptions. No refund.

### **ENROLLMENT (excluding vocational classes):**

Enrollment in our classes does not guarantee success or certification. Participants are expected to approach our classes, trainings, and workshops with the same level of preparation and commitment as a college course or any comparable program. Please come prepared.

**Sick (excluding vocational classes):** If you are ill and unable to attend your scheduled training, Vital Hearts LLC may waive a portion of the transfer fee.

Our office must be notified at least 48 hours before your scheduled class. No exceptions will be made. This policy does not apply to vocational classes or courses. Students enrolled in vocational classes should refer to their Enrollment Agreement and Catalog.

### **UNSUCCESSFUL PARTICIPANTS (Instructor class only):**

Unsuccessful participants may transfer **one (1) time** for a fee of **\$60**. The transfer must be completed within **30 days** of the original class and used within **three (3) months** of the original class date. All transfers are granted **at the discretion of the Instructor Trainer** and are **by invitation only**.

### **CLASS ETIQUETTE (excluding vocational classes)**

Participants are expected to always conduct themselves in a professional and respectful manner, including showing respect to instructors and classmates. Any student or participant who causes a disruption, behaves disrespectfully, or intentionally creates an issue during a training or workshop will be immediately removed and permanently banned. No refunds or credits will be issued.

This policy does not apply to vocational classes or courses. Please refer to your Enrollment Agreement and Catalog for additional details.

We kindly ask all participants to maintain a respectful and professional environment during their training or workshop.

### **OUTSTANDING BALANCE:**

If an organization or client has an outstanding balance, payment must be made in full before certifications are issued to participants. This policy supports our commitment to transparency, accountability, and building trust with our clients.

## **CLASS START TIME POLICY:**

If an organization or client schedules a class and delays the start of the course after the instructor has arrived, a **\$25 per hour delay fee** will be assessed and billed in **15-minute increments**. This fee will be charged to the organizations or the client's original payment method(s). **Certification cards will not be issued until the outstanding balance is paid in full.**

Instructors will cancel a company's or business's training if the delay exceeds approximately **15 minutes. No exceptions.** The organization or business will remain financially responsible for the full cost of the scheduled training plus any fees incurred.

Students must arrive on time and attend the entire class to receive certification. Late arrivals will not be admitted.

## **VOCATIONAL SCHOOL POLICY:**

Students enrolled in vocational programs (CNA, EKG, Phlebotomy, Medical Assistant, and Patient Care Technician) should contact the office and refer to their Enrollment Agreement or School Catalog for guidance.

## **REGISTRATION/APPLICATION FEES (vocational classes and workshops):**

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

## **PROGRAM APPLICATIONS (vocational classes and workshops):**

Vital Hearts LLC will hold applications for approximately 30 days 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 and submit a new application.

## **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 at least 7 days' 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. Because rescheduling affects our availability for other clients, each business is allowed to reschedule only once.

Invoices not paid by the due date will incur a **10% late fee** on the total balance starting on day 30. Unpaid balances will be forwarded to collections after 45 days. Online payments are subject

to a 3.5% processing fee; to avoid this fee, business customers may pay via check or ACH transfer.

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

By engaging with Vital Hearts LLC, customers acknowledge and agree to comply with all company policies. Customers may refer to the FAQs on our website for answers to commonly asked questions or call our office.

## **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 or workshops 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.

## **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.**