



CCLS Cancellation Policy – Updated 5/26/2020

The policy for no notification – no shows at CCLS Trainings

If a cancellation call or email is **not** received in advance of registered class or 24 hrs. after the class – the training fees will not be refunded. ***If your employee just does not show for the class and there is no follow up, there will be no refund.***

If a call or email ***is*** received before the 24-hour cutoff –

and the registered employee needs to be rescheduled, your company has 60 days to reschedule the registered employee or another employee for the same class. A call or email must be received no later than 24 hours after the scheduled class to notify CCLS that the registered employee did not make the class for a valid reason and would be rescheduled.

If there is no need to reschedule the employee's training and only a cancellation is needed, the credit card processing fee and \$1.99 registration/per class fees 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. Your employees should be held accountable as if they were reporting for work.