



CANCELLATION AND RESCHEDULING POLICY

In an effort to keep the price of training as low as possible, we have the following policy for cancellations and reschedules. We also understand that there can be extenuating circumstances that may warrant extra attention. If you have a situation that you feel deserves consideration, please contact us and we will evaluate the situation on a case-by-case basis.

If you must cancel or reschedule:

Greater than 7 days prior to course date: If you must cancel or reschedule greater than 7 days prior to the course date, we are happy to either refund your tuition minus any transaction fees that have been applied (i.e. Credit Card transaction, electronic check fee, etc.) or reschedule you for a course of your choice.

7 to 3 days prior to course date: If you must cancel or reschedule between 3 and 7 days prior to the course date, we are not able to issue a refund but will gladly apply your payment to a future class of your choice minus a \$25 rescheduling fee. Future course availability is contingent on available space. Future course availability is contingent on available space and must be rescheduled within 90 days or no credit will be given for the registration.

Less than 72-Hours prior to course date: If you must cancel or reschedule less than 72-hrs prior to the course date, we are not able to issue a refund but will gladly apply your payment to a future class of your choice minus a \$50 rescheduling fee. Future course availability is contingent on available space. Future course availability is contingent on available space and must be rescheduled within 90 days or no credit will be given for the registration.

No show: If you do not attend a course for which you are scheduled, we are not able to issue a refund but will gladly apply 50% of your tuition payment to a future class of your choice. Future course availability is contingent on space available. Future course availability is contingent on available space and must be rescheduled within 90 days or no credit will be given for the registration.

Private Instruction cancellation/rescheduling less than 72-Hours prior to session date: If you must cancel or reschedule less than 72-hrs prior to the session date, we are not able to issue a refund but will gladly apply your payment to a future session minus a \$15 rescheduling fee. Future session availability is contingent on available space and must be rescheduled within 90 days or no credit will be given for the registration.

If we must reschedule:



While every effort is made to hold the course on the day and time scheduled, there is the possibility (albeit rare) that it must be rescheduled. Examples of this may be (but not limited to) extenuating circumstances in the staff, facility cancellation outside of our control, etc. If this situation arises, the class will be rescheduled as quickly as possible and we will apply your entire tuition to the rescheduled class. If you are unable to attend the rescheduled course, we will gladly refund your entire tuition. Whichever option you choose, we will honor that which is most preferable to you. You also have the option of applying your full tuition amount to any other regularly scheduled course, even if the course name/content is different than the original.

Class minimum: If a particular class does not reach its stated minimum number of registered students, we will either apply your full tuition to a future class of your choice or issue you a full refund. Either way, we will honor that which is most preferable to you.

Weather: All outdoor courses are held regardless of weather and we train rain or shine. Refunds are not issued due to weather unless the weather is so severe that there is a risk of life (determined by local weather service and Makhaira Group). All indoor courses are held rain or shine. If you are unable to physically make it to the course (verified by local weather service and/or local law enforcement agency), we will be happy to apply your full payment to a future class of your choice. If one year passes from the originally registered class, we have provided at least two make-up dates for the student and the student is not able or is unwilling to attend the class, the original registration amount will be forfeited.

If you have any questions regarding this policy, please [Contact Us](#) before you register for a course.

We thank you for your understanding and will make every effort to accommodate unforeseen/unplanned emergencies that may arise.