



DELTA EMERGENCY

Support Training

REGARDING:

Cancellation and Refunds: 1 of 2

UPDATED:

11 September, 2023

To our students and clients,

Understanding the Impact of Cancellations on Our Business:

When you purchase a seat for one of our programs at Delta Emergency Support Training, you are reserving a valuable spot that has been specifically allocated for you. We make arrangements, investments, and ensure resources are in place to offer you the best training experience possible.

Late cancellations or requests for refunds impact us and other potential students significantly:

1. **Lost Opportunity:** When you cancel late, it deprives someone else of the chance to fill that spot. This leads to empty seats in a program that had potential participants on a waitlist or those who could have enrolled if given more notice.
2. **Financial Impact:** Late cancellations disrupt our financial planning. It's not just about the cost of the seat, but also the operational expenses we've incurred to ensure that seat was available for you.
3. **Reputation and Client Relationships:** When we cannot accommodate other clients due to full bookings and then have empty seats due to last-minute cancellations, it affects our reputation. Trust is vital in our industry, and consistent late cancellations undermine that trust.

We understand that unforeseen circumstances can arise, and it may not always be possible to attend a program you've booked. However, we kindly request you to understand the implications of late cancellations on our operations. By ensuring timely communication regarding any changes to your enrollment, you are supporting a local business and ensuring we can continue to provide high-quality training to all participants.

Thus, our cancellation and refund policies are structured not just as a formality, but to sustainably run our programs and continue serving our community effectively.

Sincerely,

Jarrett Chisholm
Owner, Lead Instructor



Phone

844-643-3582



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We Create Professionals



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continued,

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How to Cancel or Make Changes to Your Program:

Customer Service Cancellation:

- Contact our Customer Service at 1-844-643-3582 Monday to Friday from 8:00 am - 4:00 pm for cancellations or changes. If we miss your phone call, ensure you leave a voicemail detailing your request.

Cancellation Timelines:

- Cancellations must be made more than seven (7) days before the program start to receive a refund, minus 7% administrative refund fees. Cancellations within seven (7) days result in the forfeiture of the full course fee - (see page 1 for a detailed explanation).

Late Arrivals/No Shows:

- Participants not arriving within 15 minutes of the program start time are considered no-shows. Those arriving more than 15 minutes late or not at all will forfeit the full course fee.

Exceptions:

- All exceptions to these policies are at the sole discretion of Delta Emergency Support Training management and are reviewed on a case-by-case basis. Some exceptions may incur additional administrative fees if approved. Once issued, course material fees are non-refundable.

Cancellations by Delta Emergency Support Training:

- We reserve the right to cancel classes for various reasons. Cancellation notices will be communicated via email. If your course is cancelled after confirmation, we'll strive to reschedule. If rescheduling isn't possible or agreed upon, a full refund will be processed. Refunds are provided through the original payment method.

Sincerely,

Jarrett Chisholm
Owner, Lead Instructor

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