



Policies

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DELTA EMERGENCY

Support Training

REGARDING:

Terms and Conditions 1 of 4

UPDATED:

11 September, 2023

To our students and clients,

Acceptance of Terms:

- By accessing and using the services provided by Delta Emergency Support Training, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.

Registration and Enrollment:

- All participants must complete the registration process before the commencement of the course.
- A unique, valid email address is required for each participant to ensure individual communication and record-keeping.
- Enrollment in a course is subject to availability and receipt of complete and accurate registration information.

Payment Policy:

- Full payment must be received at the time of registration unless a prior arrangement has been made.
- Payments can be made via cash, credit card, or invoice for private businesses.
- Invoices with outstanding payments are subject to late fees, as described on the invoice itself.

Participant Conduct:

- Participants are expected to conduct themselves in a professional and respectful manner towards trainers and fellow participants at all times.
- Disruptive or disrespectful behavior may result in removal from the course without a refund. For more details, please refer to the Behavior Policy on pages 3 and 4.

Course Cancellation and Refunds:

- Cancellations and Refunds are described in our Cancellation and Refund Policy, which is available upon request and available for download on our website.

Sincerely,

Jarrett Chisholm
Owner, Lead Instructor

 Phone

844-643-3582

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jarrett@deltaemergency.com

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DELTA EMERGENCY

Support Training

REGARDING:

Terms and Conditions 2 of 4

UPDATED:

11 September, 2023

To our students and clients,

Intellectual Property Rights:

- All course materials, including but not limited to handouts, presentations, and digital content, are the exclusive property of Delta Emergency Support Training, unless otherwise stated or copyrighted by another entity.
- These materials are provided for personal, non-commercial use only. Unauthorized reproduction, distribution, or use is strictly prohibited.

Liability and Indemnity:

- Delta Emergency Support Training is not liable for any personal injury, property damage, or other loss sustained during or as a result of participating in the training.
- Participants agree to indemnify and hold harmless Delta Emergency Support Training from any claims arising out of their participation in the course.

Privacy Policy:

- Personal information collected during registration and course participation will be used in accordance with our Privacy Policy, which is available upon request.

Changes to Terms and Conditions:

- Delta Emergency Support Training reserves the right to modify these Terms and Conditions at any time. The most current version will always be posted on our website.
- Continued use of our services after any such changes constitutes your acceptance of the new Terms and Conditions.

Sincerely,

Jarrett Chisholm
Owner, Lead Instructor



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DELTA EMERGENCY

Support Training

REGARDING:

Terms and Conditions 3 of 4

UPDATED:

11 September, 2023

To our students and clients,

Delta Emergency Support Training is committed to maintaining a safe, respectful, and productive learning environment for all participants and staff. To uphold these standards, we have implemented the following conduct policies for our courses and facilities.

Respect and Professionalism:

- Participants are required to demonstrate respect and professionalism towards instructors, staff, fellow participants, and the training environment. This includes, but is not limited to, respectful communication, adherence to instructions, and collaboration with peers.

Prohibited Behaviors: The following behaviors are strictly prohibited and will result in immediate removal from the course without a chance for appeal.

- Physical or verbal harassment, including any form of bullying or intimidation.
- Disruptive behavior that impedes the learning process or threatens the safety of others.
- Misuse or damage of training equipment or facilities.
- Any form of sexual harassment, assault, or other sexual misconduct is strictly prohibited. This includes, but is not limited to, unwanted sexual advances, requests for sexual favors, sexual acts, and other verbal or physical conduct of a sexual nature that creates an unprofessional, intimidating, hostile, or offensive environment.
- Non-compliance with established safety protocols.
- Substance abuse or illicit drug use within the facility.
- Any form of dishonesty, including cheating, plagiarism, or falsification of information.

Sincerely,

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Support Training

REGARDING:

Terms and Conditions 4 of 4

UPDATED:

11 September, 2023

To our students and clients,

Enforcement and Consequences:

- Any participant found to be engaging in any of the prohibited behaviors will be subject to immediate removal from the course and facility. This decision is final and not subject to appeal. Additionally, participants may be held liable for any damage or harm resulting from their actions.

Reporting Mechanism:

- Participants are encouraged to report any witnessed or experienced misconduct to the course instructors or facility staff. All reports will be taken seriously and investigated promptly.

Additional Measures:

- Depending on the severity of the behavior, Delta Emergency Support Training reserves the right to take further actions, including but not limited to, reporting to law enforcement or professional bodies, and seeking reparations for damages caused.

These policies are in place to ensure that all participants can learn and practice in a secure and respectful environment. By enrolling in our courses, participants acknowledge and agree to adhere to these conduct standards.

Sincerely,

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Owner, Lead Instructor

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DELTA EMERGENCY

Support Training

REGARDING: Privacy Policy

UPDATED:
11 September, 2023

To our students and clients,

Introduction:

- Delta Emergency Support Training ("We", "Our", or "Us") is committed to protecting the privacy and security of your personal information. This Privacy Policy describes how we collect, use, and share personal information of users of our services.

Information We Collect:

- We collect personal information you provide to us directly or indirectly, including but not limited to your name, email address, phone number, and payment information.

Use of Information:

- We use your personal information to process transactions, send notifications related to your course bookings, respond to inquiries, and for marketing purposes, with your consent.

Sharing of Information:

- We do not sell or share your personal information with third parties except as required by law, or with trusted partners who adhere to our privacy standards.

Data Protection:

- We have implemented necessary security measures to protect your data against unauthorized access, changes, or deletion.

Your Rights:

- You can request access, correction, or deletion of your personal data at any time.

Cookies:

- Our website uses cookies to improve user experience. By using our website, you consent to the use of cookies.

Changes to the Privacy Policy:

- Any changes to this policy will be posted on our website.

Sincerely,

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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,

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DELTA EMERGENCY

Support Training

REGARDING:

Cancellation and Refunds: 2 of 2

continued,

UPDATED:

11 September, 2023

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,

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DELTA EMERGENCY

Support Training

REGARDING:

Professional Responder Cohort Swap Policy: 1 of 3

UPDATED:

7 January, 2024

To our students and clients,

Delta Emergency Support Training's Cohort Swap Policy is designed to offer flexibility while ensuring the integrity and structure of our training cohorts. This policy outlines the terms and conditions under which students may request a change in their cohort enrollment, acknowledging the dynamic nature of our students' schedules and commitments.

Cohort Swap Fee:

- A fee of \$370 will be charged for each request to swap cohorts within specified timelines. This fee covers administrative expenses and the reallocation of resources necessitated by the cohort change.

Limitation on Swaps:

- Students are permitted only one swap during their enrollment with Delta Emergency Support Training. Multiple swaps are not allowed.

Swap Types and Conditions:

- Standard Cohort Swap:
 - Eligibility and Fee: Within 10 days of the current cohort start date. Swap fee: \$370.
 - Conditions: Requests must be at least 14 days before the start date of the new cohort.
 - Progress: All previous progress is nullified. No previous progress or assessments from the original cohort will be carried over.
- Late Cohort Swap:
 - Eligibility and Fee: Between 11-21 days after the current cohort start date. Swap fee: \$800, requiring full program restart.
 - Conditions: Late swap requests necessitate re-enrollment from the start of the program.
 - Progress: All previous progress is nullified. No previous progress or assessments from the original cohort will be carried over.

Sincerely,

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Owner, Lead Instructor



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DELTA EMERGENCY

Support Training

REGARDING:

Professional Responder Cohort Swap Policy: 2 of 3

UPDATED:

7 January, 2024

To our students and clients,

- Ineligibility for Swap:
 - No Swap Permitted: Beyond 21 days of the current cohort start date.
 - Conditions: Students must withdraw, forfeiting all course fees, non-transferable.
 - Progress: All progress is nullified. No previous progress or assessments from the original cohort will be carried over.
 - Re-Enrollment: If a student wishes to rejoin a Professional Responder program with Delta Emergency Support Training, they must enroll as a new student in a new cohort. This involves paying the full course fees again. Upon re-enrollment, the student is subject to the same cohort swap policy guidelines as all other students, including the associated fees and conditions for swapping future cohorts. This ensures fairness and consistency in the application of our policies.

Commitment to New Cohort Dates:

- Students must commit to the new cohort's schedule, whether virtual or in-person. Inability to commit renders them ineligible for a swap.

Financial Impact and Seat Availability:

- The cohort swap fee reflects the cost of securing a spot in a different cohort, which involves logistical adjustments and potential displacement of other interested students.
- Late or multiple swap requests impact course planning and availability for other students, leading to inefficiencies in resource utilization.

Sincerely,

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DELTA EMERGENCY

Support Training

REGARDING:

Professional Responder Cohort Swap Policy: 3 of 3

UPDATED:

7 January, 2024

To our students and clients,

Process for Requesting a Cohort Swap:

- To request a cohort swap, contact Delta Emergency Support Training at 1-844-643-3582 or via email at jarrett@deltaemergency.com.
- Provide your full name, current cohort, and the desired cohort for the swap.
- The cohort swap fee must be paid at the time of the request to secure your spot in the new cohort.

Agreement to Terms:

- By requesting a cohort swap, students acknowledge and agree to the terms outlined in this policy. Compliance with these terms ensures a smooth transition and effective program management.

Policy Modification:

- Delta Emergency Support Training reserves the right to modify this policy as necessary.

Sincerely,

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DELTA EMERGENCY

Support Training

REGARDING:

Professional Responder Missed Time & Private Instruction Policy: 1 of 3 To our students and clients,

UPDATED:

7 January, 2024

This policy provides guidelines for students who are unable to attend scheduled in-person skill sessions at Delta Emergency Support Training. It covers various scenarios, including lateness and absences, irrespective of the reason.

Private Instruction Fees:

- **Minimum Daily Fee:** A set fee of \$350 is charged for any private instruction session that covers skills which can be completed within 4 hours or less.
- **Maximum Daily Fee:**** A set fee of \$750 is charged for private sessions that require between 4 to 8 hours to complete. This fee applies regardless of whether the entire duration is utilized.
- **Fee Structure:** The fees are fixed and are not based on an hourly rate. They apply to any portion of missed skill sessions, ensuring that students who miss skill training receive dedicated and focused instruction to cover the missed material.

Applicability:

- The policy is applicable under all circumstances that lead to missing in-person skill sessions, including but not limited to lateness, sickness, bereavement, or personal emergencies.
- Even if a student is late and misses part of a skill session, the minimum fee is applicable, emphasizing the importance of punctuality and full participation in scheduled sessions.

Completion Options:

- Students have the option to complete their current cohort by paying for and attending a private instruction session for the missed material.
- As an alternative, students may opt to swap to a different cohort in accordance with the Cohort Swap Policy, which may be preferable in cases of prolonged absence or scheduling conflicts.

Sincerely,

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Support Training

REGARDING:

Professional Responder Missed Time & Private Instruction Policy: 2 of 3 To our students and clients,

UPDATED:

7 January, 2024

Conditions for Private Instruction:

- The actual duration of the private instruction session can vary according to the specific skills missed and the individual learning pace of the student. However, the fee remains consistent, providing a straightforward and transparent cost structure.
- Availability of instructors and suitable scheduling will be considered when arranging private sessions. This ensures that students receive quality instruction at a convenient time.

Instructor Assignment and Course Outcome:

- Instructor Assignment: Students are not able to choose their instructor for private instruction sessions. Instructors are assigned based on availability and expertise, ensuring the highest quality of training. The assignment is determined by Delta Emergency Support Training with the aim of providing the best possible educational experience.
- Course Outcome: Enrollment in and completion of a private skills course to replace missed time does not guarantee the student's success in the remainder of the course. Students are still required to meet all course competencies and standards. Private instruction is designed to provide targeted learning for missed content but does not substitute for the comprehensive learning experience of the full course.

Scheduling and Cancellations:

- Session Timing: Private session dates must align with the current cohort's timeline for continuity.
- Rescheduling: If rescheduling a private session is necessary, it must be done with at least 72 hours' notice. Failure to do so results in the forfeiture of all fees, and the student must re-enroll in a new cohort, paying full course fees.
- Late Arrivals: Arriving over 15 minutes late to a private session leads to its cancellation, loss of all paid fees, and the necessity to join a new cohort with full fees.

Sincerely,

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DELTA EMERGENCY

Support Training

REGARDING:

Professional Responder Missed Time & Private Instruction Policy: 3 of 3 To our students and clients,

UPDATED:

7 January, 2024

Policy for Missed Skill Sessions:

- Failing to opt for private instruction or to swap cohorts after missing skill sessions will result in the student being marked as incomplete in their course progression.
- To achieve a complete status and certification, students must either complete the required private instruction or swap to a new cohort, following the guidelines of this policy.

Agreement to Terms:

- By opting for private instruction, students are agreeing to adhere to the terms and conditions set out in this policy.
- Compliance with these terms is critical for ensuring that the student can successfully complete their training and receive certification.

Policy Modification:

- Delta Emergency Support Training maintains the right to modify this policy as necessary to accommodate changes in training requirements or operational needs.

Sincerely,

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