

Health & Safety Training Courses Refund Policy

Requests up to 2 weeks before course date

- TRANSFER - 100% of paid amount to any future course date
- REFUND - 90% of paid amount will be refunded (10% processing fee)

Requests 2 weeks to 2 business days before course date

- TRANSFER - 75% of paid amount to any future course date
- REFUND - 75% of paid amount will be refunded (25% processing fee)

Requests within 2 business days of course date

- TRANSFER - 0% of paid amount to any future course date
- REFUND - 0% of paid amount will be refunded

- Any no shows on day of course forfeit 100% of paid amount.
- All registrations completed within 72 hours of course date will not be eligible for transfer or refund.

Certificates:

1. We CANNOT release Certificates of Completion until all fees have been paid IN FULL (this INCLUDES any reschedule fees due).
2. When rescheduling, space and availability of the class is NOT guaranteed. If you cannot agree to our terms and conditions DO NOT register in advance.
3. If you reschedule to a NEW course date and then “NO-SHOW” (fail to show up or cancel within 72 Hours of the class start time) you will be charged the full course registration fee.

Please Note: When canceling a course, you will be issued a Cancellation Number. Make sure to retain your Cancellation Number. This is the ONLY proof that cancellation was done on a timely basis and in accordance with our policy. If you cannot produce a Cancellation Number, you WILL be required to pay full tuition or the higher cancellation fee. NO EXCEPTIONS.

General Policies and Information:

Bay West will do our best to hold scheduled training courses, however, no guarantee of any kind is made regarding holding any training course. If we cancel a class, students will be given the option of a full refund or transferring to the next available date if available at no additional charge.

Bay West assumes no liability for cancellation of courses for any reason or no reason whatsoever. Ancillary costs related to registration, travel or attending a training course (including but not limited to: Airfare, all travel costs, hotel, per-diem, mileage, lost employee wages or salary or lost revenue arising out of a class being cancelled) are the responsibility of the student or the employer. If a class is cancelled, our liability is limited to the amount of the course registration ONLY. We suggest that, prior to making any travel reservations, you confirm a class has sufficient enrollment by booking on our website. If you decide to make travel arrangements, you do so understanding that the class may be cancelled and is not guaranteed. We are not responsible for cancellations due to weather.

Bay West reserves the right to dismiss a student from class for disruptive or inappropriate behavior. NO REFUND OR CREDIT WILL BE ISSUED.

We understand that in many situations, students may need to be in contact with their offices. Please be courteous to other students and your Instructor by taking/making calls during a break.

Open enrollment courses have maximum registration limits based on regulatory requirements.

Any Questions? Contact Us

Scott Norman, CIH, CSP, Health & Safety Program Manager
phone: (651) 291-3474 email: snorman@baywest.com