

## **AlcoPro Training Policies**

July 27, 2011

### **Payment**

Only paid registrations are guaranteed a seat in a class. Payment is due at least two weeks prior to class date for all classes except BAT Instructor Class. Payment is due at least 30 days prior to BAT Instructor class. A paid registration will have priority for a seat over a registration that has not yet paid.

### **Cancellations**

Registrants may cancel with no penalty up to two weeks prior to class for all classes except BAT Instructor Class. Cancellations (for classes other than BAT Instructor Class) less than two weeks prior to the first day of the course are subject to forfeiting the entire fee. Registrants may cancel with no penalty up to 30 days prior to BAT Instructor Class. Cancellations for BAT Instructor Class less than 30 days prior to the first day of the course are subject to forfeiting the entire fee.

### **Transfers**

Registrants who transfer to another scheduled class within 10 business days of the start of the course are subject to a \$100 service charge. Registrants who transfer to another scheduled class within 5 business days of the start of the course are subject to a \$175 service charge.

### **Substitutions**

Registrants may send an alternate student to a course at any time. However, written notification giving the alternate student's name is required. Please note that our BAT classes require registrants to complete self-study materials prior to class (see class policies below).

### **Class Policies**

- Students who have not completed required self-study materials prior to the start of the course will not be allowed to participate.
- Any student deemed to be under the influence of alcohol or drugs will be asked to leave the class. The student will not be certified and class fees will not be refunded.
- Class dates are subject to change based upon the number of requests per class.
- AlcoPro reserves the right to cancel any class. In the event of a cancellation, the student(s) will be notified immediately. Paid class fees will be refunded or applied to a future class at the customer's request.

## **AlcoPro, Inc.**

PO Box 10954, Knoxville, TN 37939  
800 227-9890 ph., 865 525-4935 fax