



Procedure Manual

VER: 1.0 2022

PAYMENTS AND REFUND:

TYPE OF PAYMENTS ACCEPTED:

Keola LLC only accepts credit/debit card, or cash for services. Sorry but we do not accept checks for services rendered. Payment for services is due in full prior to course.

REFUND POLICY

Refunds are given within 24 hours of registration and are subject to an administrative review. Refunds will not be issued for failure to attend the course or no show, without rescheduling. No refunds for books issued. Class credit will be given and must be redeemed within 30 days.

OUTSTANDING BALANCE POLICY:

Payment for services is due in full prior to course. If a business or a student carries an outstanding balance, their remaining balance will be due when class is held. Certification cards will not be released to the customer until their invoice is paid in full.

REGISTRATION AND ATTENDANCE POLICIES:

ATTENDANCE:

Students are asked to arrive 15 minutes before class and must be present for the entire class to receive a certification. Students should not bring friends, family, children, co-workers, etc. unless they are also registered for the course.

TARDINESS POLICY:

If you are going to be late, please call Keola Safety Training at (941)-815-9608. Class cannot be held up more than 15 minutes from class start time. Late students will be handled on a case-by-case basis. Our instructors will have final say on what category the late student falls under. (i.e., Late, Reschedule, or No show.) Student Reschedule Policy will apply to this attendance policy. Students who show after 30 minutes from class start time; this will fall under the "No Show" policy.

For students attending a "Private Course", the instructor will wait up to 30 minutes. If students are more than 30 minutes late a rescheduling fee will be charged of \$35.00 for Individual and \$75.00 for groups. (For our group definition please see **Class Organization**.)

STUDENT RESCHEDULE:

If a student needs to request a reschedule outside of 48 hours they will be allowed to do so with no penalty. If student reschedules within 24 hours there will be a \$10 fee. If a student reschedules right before class time or due to tardiness more than 30 min then a \$35.00 fee will be issued.

STUDENT REMEDIATION:

We will do everything we can to remediate students. If after several attempts of remediation, if a student fails a class (skills check or written test) the student must register for another class.

REGISTERED FOR THE WRONG COURSE:

If you register for a course and it ends up being the wrong class for which you need, Keola LLC is not responsible for the error. No refund, reschedule or credit will be given to students who show up to a class and find out they registered for the wrong class, or if the student attends any portion of a class there will be no refund, reschedule, credit or partial refund allowed. Cancellation and reschedule policies will apply.

CLASS CANCELLATION AND NO-SHOW POLICIES:

LOW ENROLLMENT CANCELLATION:

Keola LLC reserves the right to cancel classes if the attendance falls below three students. If this occurs students will be rescheduled at no extra cost, provided the makeup class happens within 90 days of original class date.

STUDENT CANCELLATION:

If a student cancels outside of 48 hours a full refund will be issued if requested. If the student cancels within the 48 hours a \$15.00 administrative fee will be kept, and the rest of the course cost will be refunded to the student.

EMERGENCY CANCELLATION:

If a class cancels, due to severe weather, instructor illness/injury, family emergencies or anything else that might be considered to be an emergency, registered students will receive priority enrollment in the next available class.

Class cancellations are due to severe weather are issued within 24 hours of a class. If there are no available classes within the following two weeks, then Keola LLC will issue a full refund.

As a safety organization, we do not send out instructors in weather emergencies, as indicated by the National Weather Service (e.g., Severe Tropical/Thunder/Lightning Storm watches or warnings, Tornado watches or warnings, Hurricane watches or warnings). If a class is canceled due to a weather emergency, and if a student wishes to cancel or not take the next available date, that student may receive a refund of the class or they may use the Student Transfer option. Keola LLC unfortunately has no control over cancellation due to weather emergencies.

STUDENT NO-SHOW:

No refund or credit will be given for "No Shows". If a student does NOT show up to a class, and has not rescheduled 24 hours prior to class, they are considered a no-show.

Please understand that we hear a number of reasons from those who want to request a refund, reschedule or credit for "not showing up" for a class. Understand it wasn't our fault either and we reserved the seat for you as promised with your completed payment. We must still pay our instructors for the seat you paid for and reserved with us. We thank you in advance for your understanding of our policy and why it is we have it in place.

As a courtesy to you, we will work with you to reschedule and have you pay for another course if you would like.

ORGANIZATION CLASS START TIME POLICY:

If a business/student schedules a class, and holds, or delays the instructor more than 30 minutes from beginning the course at the agreed to time. A fee for a late start may be issued on a case-by-case basis. If the class ends up being canceled due to a hold up. A rescheduling fee will be charged of \$35.00 for Individual and \$75.00 for groups. (For our group definition please see **Class Organization.**)

Class Organization:

Groups - 6+ per organization or individual group leader.

COME TO YOU POLICY:

Keola Safety Training will come to you within 25 miles of North Port Florida without any milage fee attached to the cost of the course. (North Port's city halls address will be used in this calculation.) If your address falls outside of this radius a milage fee of \$0.85/mile will be added to the total of your course fee. Keola Safety training will not travel more than 50 miles for a course with out a \$75.00 flat rate long range fee.