

Booking, Cancellation, and Refund Policy

Beats and Breaths Academy Ltd.

Booking Policy

- Advance Payment Required: All courses require full advance payment to confirm your spot.
- Private Classes: Only pre-arranged private classes may be eligible for invoicing and alternate payment methods.
- Invoice Due Dates: Students or employers must pay invoices on or before the due date to secure their spot.
- Heart & Stroke Portal Bookings: If you book via the Heart and Stroke portal but not through our website, we may manually add you to the class and issue an invoice. Priority is given to students who register and pay directly on our website. If payment is not received within 24 hours, your spot is not guaranteed and may be cancelled.

Payment Methods

- Preferred: E-transfer or cheque to pay@beatsandbreathsacademy.com (auto-deposit enabled).
- Other Options: Debit/credit card or internet banking via the 'Pay Invoice' or 'View Invoice' link.

Cancellation & Refund Policy

- General Guidelines:
 - - All cancellations and refund requests must be submitted in writing to info@beatsandbreathsacademy.com.
 - - A 5% processing fee will be deducted from all approved refunds.
 - - Course materials and online access keys are non-refundable.
- Institution-Initiated Cancellations:
 - - If a course is cancelled by Beats and Breaths Academy Ltd. due to low enrollment or unforeseen circumstances, a full refund of the skills fee will be issued (excluding non-refundable online access fees).
- Student-Initiated Cancellations:
 - - Standard Courses (BLS, ACLS, PALS, PEARS, NRP, ITLS, CTAS, ECG, First Aid): Cancellations must be requested at least 14 days before the course date for a refund (minus 5% fee). No refunds for cancellations within 14 days.
 - - TNCC & ENPC Courses: Cancellations must be requested at least 35 days in advance. A \$50

admin fee applies. Manual fee (\$150) and shipping (\$25) are non-refundable. No rescheduling or refunds for illness or emergencies due to high operational costs.

- - IEN Workshops, ECG, and Nursing Documentation Courses: Final sale. No refunds or rescheduling permitted.

Rescheduling Policy

- One-time rescheduling is allowed 10 days in advance (except TNCC/ENPC).
- No rescheduling for TNCC/ENPC or final-sale workshops.
- No-shows are not eligible for refund or rescheduling.

Blended Courses & Online Access Keys

- Non-refundable once issued.
- Valid for 90 days from online exam completion or until in-class session is completed.
- If a course is cancelled, the key remains valid for future rescheduling.

Minimum Participant Requirement

- Courses require a minimum of 6 participants as per certifying body guidelines.
- If the minimum is not met, the course will be rescheduled or cancelled, and the skills fee will be refunded.

Force Majeure

- In the event of natural disasters, public health restrictions, or other unforeseen events, courses may be cancelled or rescheduled.
- We will notify students promptly and offer rescheduling or refunds where applicable.