

Enrollment Policies

Due to the high demand for our training courses, no Walk-ins are allowed. The class that you are registering for has specific dates and start times. Once your class has been registered and paid for, you are guaranteed a seat for those dates and start times only. Your registration and course fee does not entitle you to a seat in future classes, have your name added to a different roster, or reschedule you for another class date if you miss any part of your original class schedule. It is your responsibility to make sure you arrive where you need to be by the time indicated on the registration confirmation form.

Attendance

You must attend ALL class modules in the order in which they are delivered. For liability reasons, a student may not continue on to the next class module if he/she does not successfully complete the previous class modules. If a student fails to show up for any portion of the course, he/she will be dropped from the entire course and cannot receive a refund or be re-registered for another course. No Exceptions.

Late Attendees (Tardiness Policy):

The instructors are required to teach the material in a specific order and within the allotted time for each of the modules. Therefore, it is important that all attendees show up to each of the classes at least 15-30 minutes prior to the stated start times. Should you show up late to **any** of the class modules, you will be dropped from the entire course and cannot receive a refund or be re-registered into another class. No Exceptions.

Failure to Complete:

The instructors are required to ensure the safety of all students. Unsafe conditions will not be allowed. Instructors will drop any student who, in the opinion of the instructor, presents a safety hazard to themselves, to other students or who repeatedly fails to respond to the instructor's coaching. Students behaving in a reckless, disrespectful, or unruly manner will also be dropped from the class at the instructor's discretion. Any decision made by the instructor(s) is final. No Refunds, No Exceptions.

Cancellation Policy

If for any reason you are unable to attend the class you are scheduled for, you must cancel your reservation at least 3 business days prior to the start date of your first class to be eligible for a refund. Refunds may be subject to a \$25 non-refundable fee. Any cancellation made after 3 business days will result in the forfeiture of your entire course fee.

Re-Registration Policy:

If you are dropped from the course due to your failure to successfully complete a module (this does not include students who fail to comply with the Tardiness, Attendance, or Safety policies), you MAY be eligible for re-registration into another class. MRTC will notify you if you are eligible for this re-registration. Again, this does not include students who failed to comply with the Tardiness, Attendance, or Safety policies provided.

Re-Scheduling Policy:

If you need to reschedule for any reason, you must notify MRTC no later than 3 business days prior to the start date of your class. Rescheduling requests made after 3 business days are subject to a \$150 fee.

Re-Test Policy:

Students who fail the knowledge and/or skill evaluation(s) will be allowed one free retest. Re-Tests must be completed within 30 days of the original test date. Failing to take the retest within 30 days or failing the retest itself, will result in having to take the entire course again for the full price. Students who fail and are interested in additional training prior to retesting may contact the MRTC Office for current options and prices.