

Course Rescheduling and Cancellation Policy

If we need to cancel or reschedule training:

Although we hope that each training session will go forward without a hitch, realism says otherwise. Therefore, we cannot guarantee that training courses will not be affected by issues such as inclement weather, lack of site access, high flows, illness, or other safety-related or personal reasons. Therefore, we reserve the right to cancel any in-person, live webcast, or field course. In addition, if fewer than seven participants are registered for a course offering within 10 business days of the scheduled course, the course may be cancelled at our discretion.

If a course is cancelled prior to the **Day 1 classroom/field session**, we will provide you with the option to either receive a full refund or participate in a future training session. If you are unable to attend a future event within one year of the scheduled course offering, a full refund will be issued.

If the **Day 2 field/testing portion** of the class must be postponed, we will re-schedule the Day 2 offering or register you into Day 2 for a future course offering convenient for you. If you are unable to attend a future event within one year of the scheduled course offering, a refund of fifty percent of the course fee will be issued.

We will make every attempt via email, text, or voice call to notify you of any course schedule changes at the earliest possible moment.

If you need to send a substitute, cancel, or reschedule training:

If you wish to substitute a different person to take your place at any time prior to the course, that is perfectly acceptable. Please notify us of any substitutions as soon as practicable so that our records are up to date.

If you need to cancel or reschedule your attendance of a course, the following refund or rescheduling policy will be followed based upon when you notify us of the change of plans:

- If notification is received more than 10 business days of the scheduled course offering, we will provide you with the option to either receive a full refund or reschedule you to participate in a future training session with no rescheduling fee. If you are unable to attend a future event within one year of the scheduled course offering, a full refund will be issued, upon request.
- If notification is received between 5 and 10 business days of the scheduled course offering, you can reschedule for a future course offering subject to a 15 percent change fee. If you decide to cancel altogether or are unable to attend a future event within one year of the scheduled course offering, a refund of fifty percent of the course fee will be issued, upon request.
- If notification is received less than 5 business days of the scheduled course offering or while the course is in session, you can reschedule for a future course offering subject to a 30 percent change fee. If you decide to cancel altogether or are unable to attend a future event within one year of the scheduled course offering, a refund of twenty five percent of the course fee will be issued, upon request.

We have an expectation that you will make every effort to notify us of cancellation or the need to reschedule at the earliest possible moment.

Note regarding incidental costs if training is rescheduled or canceled:

We take no responsibility for any additional costs you incur related to course rescheduling or cancellation, such as airline tickets, hotel rooms, car rental, equipment, medical expenses, etc., regardless of whether the change is initiated by you or us. If the risk of potential incidental costs related to cancellations are of concern to you, we encourage you to consider the purchase of travel insurance to cover the costs of cancellation fees, airfare, and other non-refundable expenses in the event that a course is cancelled or postponed, or if something prevents you from attending the course.

How refunds will be provided:

All refunds that we issue will be paid to you **via check** sent to the address you provide us and will be sent via the US Postal Service. Refunds to credit card accounts **will not** be provided. Refunds will be provided within 30 days of the date that you make the request according to the rates described above. We take no responsibility for delivery if an incorrect address is provided at registration. Please email, text, or call us if your refund is not received in a timely manner, and we will make it right.

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