



Emergency Training Partners of New England

A Division of Pulsecore Solutions, LLC

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On-Site Training Services Terms and Conditions

1. All payments for on-site training services must be made by personal or company credit/debit card via electronic invoices from our payment processing service. Emergency Training Partners of New England **does not accept checks for training services due to check mailing and check processing times. No exceptions.**
2. On-site training services are subject to our one-time on-site training services fee which is set based on distance from our home office. This fee is a flat-rate, one-time fee charged to each on-site training in addition to the cost per student.
3. The on-site training services fee (as noted above) is to be paid in advance of the training as a deposit. **The fee is non-refundable. On-site training services will not be officially scheduled until this fee is paid. No exceptions.**
4. Our on-site training availability is limited and our services are in high demand. Therefore, any training rescheduled OR canceled within 48 hours of training start time will have the cost per student increased by 10% and will have a \$100 flat-rate fee added to the total training cost.
5. Training services may be rescheduled one (1) time only. Further attempts to reschedule after training is confirmed will result in training being canceled.
6. Students must participate in class, conduct themselves appropriately, and pass practical and written assessments as required by the certifying agency.
7. Students who cannot pass practical or written assessments, do not participate in class, or do not conduct themselves appropriately will not be issued certification and are not exempt from the per-student charge for training services.
8. Training services start at the scheduled time. Start time may be delayed for up to 10 minutes. If a course is delayed more than 10 minutes after the scheduled start time, a fee of \$20 per 15 min will begin to accrue and will be added to the total cost for training.
9. Students who arrive late to scheduled on-site training services (greater than 10 minutes after the course starts) cannot participate, will not be issued certification, and are not exempt from the per-student charge for training services.
10. Students may not leave the class for extended periods (greater than 10 minutes). Any student who leaves the course for more than 10 minutes will not be issued certification and are not exempt from the per-student charge for training services.
11. Courses must be conducted in a professional environment that is supportive of learning. We are unable to accommodate training in outdoor areas, loud areas, or areas without proper temperature control.
12. Our instructors reserve the right to dismiss any student for any of the following:
 - A. Disruptive behavior in the learning environment
 - B. Excessive interruption of the course instructor
 - C. Excessive use of personal electronic devices
 - D. Extended periods of absence during the course
 - E. Late arrival greater than 10 minutes after the course has started
 - F. Leaving the course for more than 10 minutes
 - G. Disrespectful conduct or conversation
 - H. Purposeful mistreatment of training equipment or supplies