

Sunshine Safety Council, Inc. (hereafter referred to as SSC) Customer Cancellation Policy

- All cancellations must be received in writing (postal/email acceptable).
- Cancellations received up to 10 business days prior to class will not be charged a fee.
- Cancellations 3-10 business days prior to class will be charged an administrative fee of 25% of the course fee. As a courtesy, if you choose to accept an in-house credit, we will lower your fee to 5% of the course fee and allow you to apply the remaining balance of your payment toward a future course within one year of the cancellation date.
- Cancellations 1-3 business days prior to class and no-shows are subject to payment for the full amount without future training credit.
- Registrant substitutions may be made at any time.
- Please note that if you do not cancel or do not attend, you are responsible for payment.

Cancellation of course by SSC

- SSC reserves the right to cancel or change a class at any time, including but not limited to, lack of participation, classroom, equipment, or trainer availability.
- Whenever possible, notification will be provided within 14 days of the class.
- Registrants will not be charged for the course.
- SSC is not liable for any direct, or indirect, consequential or special damages that may be incurred due to a cancellation of a scheduled class, including, but not limited to, cancellation penalties for transportation or accommodations. The customer or student's sole remedy shall be the refund of prepaid course fees.

General Disclaimer

SSC shall not be liable for damages of any kind resulting from errors or omissions in the training materials nor shall SSC be liable for any damages resulting from the use of the training materials or other information conveyed at an SSC course.