

Clinical Training Program Policy

Fees

- Program fees are due upon registration.
- Accepted payment methods include credit card, or institutional check.
- Payment plans may be available upon request and are subject to approval.

Refunds

- Full refunds are available for cancellations made 30 days prior to the program start date.
- 50% refunds are available for cancellations made 15-29 days prior to the program start date.
- No refunds will be issued for cancellations made less than 15 days prior to the program start date.
- Refund processing may take up to 10 business days.

Participant Cancellation

- To cancel enrollment, participants must submit a written cancellation request via email to info@firelightsupervision.com
- The date of the email will be considered the official cancellation date.
- If a participant is unable to attend due to unforeseen circumstances, they may request a transfer to a future program date, subject to availability.
- If a transfer is granted, any difference in fees will be the responsibility of the participant.

Program Cancellation

- The training program reserves the right to cancel or reschedule the program due to insufficient enrollment or other unforeseen circumstances.
- If the program is cancelled, registered participants will receive a full refund.
- If the program is rescheduled, participants will be given the option to transfer their registration to the new date or receive a full refund.

Program Participant Complaints

- Participants should first attempt to resolve any concerns directly with the program instructor or coordinator.
- If the issue remains unresolved, participants may submit a formal written complaint via email to info@firelightsupervision.com
- Complaints must include the participant's name, contact information, program name, date of incident, and a detailed description of the complaint.
- All complaints will be reviewed by program management, and a response will be provided within 10 business days.