

## **AlcoPro Online Training Policies**

### **Payment**

Full payment is required at the time of registration for all online courses.

### **Mock Session Rescheduling Fee**

After completing the online modules, students must register for a live instructor-led mock session to attain certification. Failure to attend, arriving more than 15 minutes late, or canceling with less than 48 hours notice will result in a \$150 rescheduling fee.

### **Completion**

Students have 30 days from enrollment to complete all modules. This is a DOT requirement.

### **Cancellations**

*All Online Trainings Except BAT Instructor*

- Full refunds are available if the course has not been started. Cancellations made before 4:00 PM EST on the day of purchase will incur no fee; later cancellations will be charged a 5% processing fee.
- Refunds will be issued via the original payment method.

*Online BAT Instructor Training*

- Full refunds are available if the student has not signed the Online BAT Instructor Training Agreement.
- The training includes two live instructor-led sessions with limited seats. Failure to attend, late arrival, or cancellation within 15 minutes will incur a \$400 rescheduling fee per session, payable before re-enrollment.

### **Substitutions**

- Training courses can be transferred to another student if the original student has completed no more than 50% of the course.
- The BAT Instructor course can be transferred without penalty under the same condition and if the new student can attend the scheduled live sessions. If the new student cannot attend, a \$400 rescheduling fee applies.