**HeartCert CNA Program Cancellation/Rescheduling Policy**

**The HeartCert CNA program is state-approved, demonstrating dedication to providing quality training in the state. Upon registration, students commit to specific dates and understand that any changes may result in delays and additional costs for the course.**

**Background and Drug Screening REQUIREMENT: Clinical sites in Georgia require background and drug screening tests. You can arrange these independently or choose from several options we provide during registration. Additional costs may apply, and tests must be passed before starting clinical rotations. If you fail either test, HeartCert will assist in resolution. If you cannot complete the course, a refund minus the online activation course link fee ($600) will be issued.**

**Rescheduling Policy:**

**15+ days before session start: No penalty for rescheduling to a new start date.**

**8-14 days before session start: $150 rescheduling fee.**

**7 days or less before session start: $900 rescheduling fee.**

**Missed Class Policy: If you miss a scheduled class, you must make it up during one of our predetermined make-up sessions held every other month. The cost for a make-up day is $250, and graduation is contingent on completing all hours.**

**Cancellation Refunds:**

**21+ days before class: Full refund (minus $600 online course fee if activated).**

**14-21 days before class: 50% refund (minus $600 online course fee if activated).**

**10-14 days before class: 25% refund (minus $600 online course fee if activated).**

**9 days or less before class: No refund.**

**Completing this course requires a serious commitment to the medical field. All online coursework must be finished before attending in-person sessions. Failure to complete coursework will result in rescheduling fees as outlined above. Contact our office with any questions before registering.**

**HeartCert**

**info@heartcertcpr.com**