

**American Red Cross Ashland County
Health and Safety
Community Course Cancellation and Refund Policy**

1. Participants registered in a class cancelled by the Red Cross may transfer into another class or must request a refund within three (3) business days (M-F) of the cancelled class or the paid tuition will be forfeited. Refunds will only be issued in the same form as payment unless a cash payment was made and the student accepts a refund in the form of a check. All cash refunds must be picked up at the Ashland Red Cross office located at American Red Cross 1605 County Road 1095, Ashland OH 44805. Cash refunds require up to three (3) business days for processing after the request is made by the customer. Refunds for checks received may take up to ten business days to process, unless customer can provide proof that the check 'cleared' their financial institution.
2. Refunds cannot be issued to students who cancel out of a course within three business days before the class date. The paid tuition may be transferred to another course if the transfer request to American Red Cross Customer Service is made three (3) business days or more before the original class date. The Customer Service department will work within the policy to assist the registrant with the transfer to another class.
3. Refunds or transfers will not be permitted for students who do not attend class.
(Please note: If space is available in the next class a transfer fee of \$15 will be assessed to allow a student to transfer to a new class. Contact customer service to determine class availability within three (3) business days of original training date otherwise paid tuition will be forfeited.)
4. If the Red Cross cancels a class due to low enrollment, you will be notified before the start of the class please ensure you provide an accurate phone number and an e-mail address to ensure contact is made prior to the class. If the class is cancelled for other reasons such as weather or facility emergency the Red Cross will provide the information to local news channels and list information on the American Red Cross website www.redcross-cleveland.org. The Ashland County Red Cross requires phone number, address and e-mail information at time of registration.

Contact information:
Customer Service
419-289-3535
customerservice@redcross-cleveland.org
Business days: Monday through Friday
Business hours: 9:00 am and 4:00 pm EST

If we are unable to accept your call because we are helping other customers, please leave a message with your name, request, and a phone number where you can be reached during the business hours noted above.

Confirmations

Course confirmations will not be mailed unless a request is made by the customer.