



Instructor Led Courses In-Person & Virtual Cancellation/Transfer Policy

Purpose:

This policy manages the high demand of course request & seat availability for all Edwards & Kidde Commercial Instructor Led Courses (both In-Person and VILT), which considers the number of registrations and space limitations. This policy will ensure our partners receive the highest level of support while also maintaining cost efficiency.

Cancellation Timeframe:

If a cancellation is requested, the following conditions apply:

- More than 3 Weeks Prior: No Penalties
- 2-3 Weeks Prior: 50% of tuition will be assessed **or** transfer (substitution) to another person to avoid charges.
- 1-2 weeks Prior: 75% of tuition will be assessed **or** transfer (substitution) to another person to avoid charges.
- Failure to notify/No Show: 100% tuition assessed

The Edwards Learning Center (ELC) must be notified by the Student's Supervisor or MyEddie Admin of the cancellation request, please provide the following:

- Student Name
- Name & Date of course
- Reason for the request

ELC Contact Information
elc@carrier.com or 941-739-4241

The Edwards Learning Center will communicate if cancellation penalties apply.

Substitution Request: For a request to replace a currently enrolled student with another attendee, please send an email with the following information:

- Name & Date of the Course
- Provide Full Name of currently enrolled student
- Full Name of New Attendee
- Email Address Associated with MyEddie
- MyEddie PIN#
- Account #
- Purchase Order # to complete registration (or existing PO to be reused)

Transfer Policy:

To request a transfer of a currently enrolled student to another class date, the following conditions apply to avoid penalty:

- Must be the same course.
- Contact elc@carrier.com with the request within 2-3 weeks of the class date.
- Maximum 1 transfer allowed.
- If the person does not attend after being transferred, 100% of the tuition will be assessed.

For all request, contact the Edwards Learning Center at elc@carrier.com or 941-739-4241. If additional details or assistance is required, feel free to ask!

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