



Professional Conduct & Refund/Cancellation Policy

C. Weddington Professional Development & Certifications (CWPDC)

Purpose of This Policy

CWPDC is committed to providing a respectful, safe, and productive learning environment for all students, clients, and collaborators. This policy outlines the standards of conduct expected from all participants and the conditions under which service may be declined or discontinued.

Respectful Learning Environment

Our courses, workshops, and instructional programs are designed to support growth, confidence, and professional development. To maintain a positive learning atmosphere, all participants are expected to:

- Communicate respectfully with instructors, staff, and fellow learners
- Follow course guidelines, instructions, and participation requirements
- Engage in a manner that supports a constructive and inclusive environment

Any behavior that disrupts instruction or undermines the learning experience may result in removal from the session or program.

Right to Refuse or Discontinue Service

CWPDC reserves the right to refuse service, cancel enrollment, or discontinue access to any course, session, or communication channel if a participant engages in conduct including, but not limited to:

- Disrespectful, hostile, or aggressive language
- Harassment, intimidation, or inappropriate behavior
- Disruptive actions that interfere with instruction
- Attempts to dominate, derail, or undermine the learning process
- Refusal to follow course policies or instructor direction
- Misuse, copying, or unauthorized distribution of course materials or intellectual property
- Behavior that compromises the safety, dignity, or well-being of others

These standards apply to all instructional formats, including in-person classes, virtual sessions, consultations, and digital course access.

Professional Boundaries

To preserve the integrity of the learning environment, instructors may end any interaction that becomes unproductive, confrontational, or inappropriate. Continued participation is contingent upon adherence to professional standards and respectful conduct.



Enrollment Decisions & Refunds

CWPDC reserves the right to:

- Decline enrollment
- Cancel or suspend access to a course
- Remove a participant from a session
- Restrict future participation

Refunds or credits related to conduct violations are issued solely at the discretion of CWPDC and may be denied based on the circumstances.

Intellectual Property Protection

All course materials—including videos, worksheets, slides, templates, and proprietary content—are the intellectual property of CWPDC. Unauthorized copying, sharing, recording, or distribution is strictly prohibited and may result in immediate removal from the program without refund.

Non-Discrimination Statement

Service decisions are based exclusively on conduct. CWPDC does not refuse service based on race, color, religion, national origin, gender, gender identity, sexual orientation, disability, age, or any other protected characteristic.

Acceptance of Terms

By enrolling in a course, accessing instructional materials, or participating in any session, participants acknowledge and agree to abide by this Professional Conduct & Service Policy.

Cancellation & Refund Policy

This policy applies to all classes offered through CWPDC within the State of Illinois. This policy is written to meet that standard and to ensure consistent, fair treatment for all students.

Student Cancellations

Students may cancel 1 time or request changes 1 time under the following conditions:

- 72 hours or more before the class start time — Students may request one complimentary reschedule to another available date. No refunds are issued.
- Less than 72 hours before class — Cancellations or reschedule requests made within this window are treated as no shows and are not eligible for refund or rescheduling.
- Late arrivals — Students arriving 15 minutes or more after the scheduled start time may be denied entry due to certification requirements and will be considered a no show.



No Show Policy

A no show occurs when a student:

- Does not attend the scheduled class
- Arrives too late (15 minutes late) to meet certification requirements
- Attempts to reschedule after the class has begun

No shows receive no refund and no reschedule, in accordance with the disclosed terms.

Rescheduling Rules

Rescheduling is allowed one time per paid registration when requested at least 72 hours before class. Additional reschedules require a new registration and payment. If a student reschedules and then misses the new date, the registration is forfeited.

Instructor or Facility Cancellations

If instructor/CWPDC must cancel or reschedule a class due to instructor emergency, low enrollment, or facility issues:

- Students may receive a full refund, or
- Transfer to another available class date at no cost

Certifications

Certifications are issued only after successful completion of the course. If a student does not complete the course, these items are not provided and are not refundable.

Group and On Site Training

Group bookings and on site corporate trainings within Illinois:

- Deposits are non refundable once the date is reserved.
- Rescheduling requires at least 7 days' notice.
- Final payment is due according to the written agreement for the group session.



Dedicated Purchase, cancellation and refund policies for the First Aid, CPR & AED Basic Life Support Certification Courses

- CWPDC reserves the right to deny service or cancel classes due to low turn-out or any adverse event(s) that may be deemed unsafe for trainer and/or trainees, or other unforeseen circumstances. In the unlikely event of the cancellation, students will be informed timely and rescheduled to another date convenient to their time and schedule. Student/Trainee accepts to hold CWPDC to No harm if such/any late cancellations occur.
- For online courses that are offered in conjunction with the American Red Cross (such as with blended courses) students can cancel their enrollment within 48 hours of purchase and receive a full refund. After 48 hours, no refunds can be given.
- All rescheduled and/or cancellation requests must be made via email. You will be scheduled for the next date available at that location - We cannot guarantee that date will work with your schedule. We can be reached at contactweddington@gmail.com.
- Any rescheduled class must be taken within the 3 months following, otherwise trainees will have to enroll and pay a new fee.
- CWPDC is not responsible for wrong information/details entered by its clients.
- Full refund offered for most classes if cancelled within 24 hours of registration.
- After the first 24 hrs. These policies apply for Basic Classes such as :BLS, CPR-PRO, Adult and/or pediatrics (CPR) with/without First aid:
- 1 FREE rescheduling is allowed if requested 72hrs before a scheduled class starts.
- A \$20 fee is charged to cancel after 24hrs of registration and before 24hrs to class start time.
- A \$40 adm fee is charged for all cancellations of basic courses within the last 24hrs to class;
- unless you registered within that period.
- No Refund if a class is rescheduled in the last 24 hrs to the start of the class (Unless class was booked in the same time-period). You will be given a credit to use for a future class less the rescheduling fee.
- No refunds offered for a no show or failed skills session (applies to all services)
- Covid 19 affected Policy: If you test positive or have flu-like symptoms and you are not sure about your attendance to your cpr class, please send an email: If less than 48hrs to class; There will be no refund but we shall give you full credit to our next class at the same location. The credit is non-transferable. This applies only if you let us know before the class begins, otherwise a no-show policy would apply.



Policy Acceptance

By completing registration and submitting payment, students acknowledge and agree to this Professional Conduct and Refund/Cancellation Policy.