



*DS.OO. Food Professionals*

## Cancelation/Reschedule/Retake Policy

**Cancelations:** All cancelations should be received, atleast (5) days prior to class to receive a 50% refund. Credits are honored up to 6 months from date of registration.

**Reschedules:** Full credit will be granted toward rescheduling of a future class if rescheduled in advance the course date.

**No Shows:** No shows must purchase a new training course class date.

**Retake:** There is a mandatory retake fee if the test is not passed with a score of 70% or higher.

**Training Attendance Policy:** Instructors are required to revoke entry of late training attendees past the grace period of **15 minutes**. It is mandatory that trainees receive the required hours of training to become certified managers with all accredited manager training programs. If there is an emergency preventing on-time attendance trainees are required to contact the instructor before training begins to inform them for rescheduling to avoid associated reschedule fees.