



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.

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

No Shows: No shows will receive full credit toward a future class plus an additional \$50 rescheduling fee per student.

Retake: There is a mandatory retake fee if the test is not passed with a score of 75% 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.