Refund Policy

All requests for refunds must be written and submitted to the Director of Training. Once requested refunds that are approved it may take up to 10 business days to reflect in your account. Refunds will only be issued to the same payment method used during the initial purchase.

**Student Withdrawal Policy**  
A student may withdraw from class enrollment up to one week after the start of the class for a full refund, minus a $50 administration fee. If a cancellation occurs after this date no refund will be given.

**First Five LLC Cancellation Policy**   
**First Five LLC** reserves the right to cancel any course for any reason at any time. For courses canceled by **First Five LLC**, all fees except the application fee will be returned in the same manner in which it was received. The application fee will be applied toward the next class of the same level/type.

**Natural Disaster/Pandemic**  
**First Five LLC reserves the right to postpone, suspend, or alter the schedule of any course at any time for any reason beyond its control. This includes, but is not limited to, natural disasters, pandemics, fire, weather, or other types of emergencies.**

**Misrepresentation Policy**   
It is expected that the students enrolled in a course will attend as scheduled, perform their own work on all assignments and take exams with honor, integrity, and professionalism. **First Five LLC** has a zero tolerance for cheating and unethical behavior. This includes but is not limited to (1) someone other than the enrolled agent attending a course on his or her behalf; (2) publishing, in any manner, whether written or oral, course materials, work, assignments, projects, exam questions, or results; or (3) the performance or submission of assignments or exams that is not the work of the enrolled student.  
The decision as to whether a student has engaged in cheating or other unethical behavior is at the sole discretion of **First Five LLC.** Any student so engaged will be immediately dropped from the course and will not be refunded any monies.

**Student No Shows or Missed Attendance:**Students who fail to attend any part of the course without notifying staff members are not eligible for a refund.

**Technology**Refunds will not be issued if a user is unable to access the content on our online platform, online classes, or any other issue where technology is proven to not be the fault of **First Five LLC.** Technical Requirements should be reviewed before enrolling in a class.

**Further, no refund will be issued for:**

* Failure to pass quizzes, sectional exams, mid-term exam, final exams, practical exams or any other in-course assessment requirements within the allotted attempts (per course guidelines).
* Failure to pass identity validation requirements, including validation of state or government identification, drug screening, or medical clearance, per course guidelines.
* Failure or unwillingness to attend any and all ride time, or clinical time.