



Archer Training Solutions Inc.

Revised Cancellation/Refund Policy

Please read the following prior to registering your clients.

We have been providing training options to WCB and their clients since 2016. We have always negotiated with WCB Claim Owners and their representatives, "Millard Health, LifeMark, and CBI clinics," in good faith. We have always been flexible and accommodating with all the postponements, carryovers, and changes requested. Sometimes, for multiple intake dates until the client is able to attend. We have always done so without any rescheduling fees or additional costs.

We have noticed an increase in demand for our Transportation Operations: Dispatcher Training. This means that Intakes are selling out in advance, and we are running waitlists.

We have ten spots available per intake. It takes time to get authorization from Case Managers, contact clients, set up meetings and get mailouts of training materials sent out prior to the start of each course. Because of recent events, we have had to revise our Refund/Cancellation policy. **We now require written notice of cancellation from the Claim Owner or their representative 1 week or five business days prior to the start of the course.** We have also reworked our application form requiring the Claim Owner to initial inside the box stating they have read and agree to the policy.

We understand that dealing with injured workers is often fluid, things can change quickly. We have and will continue to make every effort to accommodate all requests. With that in mind, we also need adequate notice of cancellation so we can address the workers on the waitlist. If cancellations are not made in writing five business days prior to the start of the course, we cannot fill the vacant spot, and we will require the invoice to be paid in full.

We value our relationship with the WCB and its representatives and want to continue to provide high quality training for all of your workers and to do so efficiently and in a mutually respectful environment.

Mark Prystupa

Archer Training Solutions