

Fred Behnken's Class Payment Policy for Individuals

Payment Policy Summary for more details on policies and course details please see www.traintoprotect.com

1. Our Payment Policy is committed to ensuring the best possible quality experience for all those who attend.
2. Training programs are degraded significantly by people who wait till the last minute to show up. Please be smart with your, other students time and ours time. Classes are booked on first to pay first to be severed basis.
3. All courses must be paid for in advance by seven days, some courses may require an earlier sign up and pay date(such as, instructor or supervisor classes).
4. A twenty five percent increase fee in posted tuitions must be paid for walkin or inside seven days(or posted close date) to class registration. All basic classes close dates are seven days prior As an example, a base course fee of \$225 will increase to \$285 inside seven days prior to the class. This is assuming that there is space for the people waiting to the day of the class to show up. In some cases the classes are full. The end result is that a walk-in is turned away wasting their time on their own account. Getting your paid reservation in advance is the way to avoid this experience.
5. Likewise, if a person is not on the paid list or did not communicate, in the event of a completely full course, bad weather or cancelation of the program they will not be contacted by us. How would we know to contact the person? This could result in a would be participant showing up and no one else being there or there be no seats available.
6. In consideration of those students who do pay in advance we also will not over book classes because of class comfort, support and safety requirements. Class activities can be adversely effected by small turnouts to the programs, which with notice would have been cancelled had the instructors known in time.
7. Classes may also be cancelled outside of three days for lack of participants. This way the people who made reservations can make alternate plans since there were not enough people for the program. Private training by our cadre of instructors may be offered at a higher tuition for those who must have the training by a certain date. If classes are cancelled, full tuition will be refunded or re applied to another class as the customer chooses. As a rule, no call in and no shows forfeit tuition automatically. In all other cases, refunds will be given at the discretion of the chief instructor.
8. Cancellations by the student must be made in writing or email and will be subject to a ten percent administrative processing fee.
9. When slots are wasted in our classes we lose income but also others who would have attended lose a valuable opportunity to get the training. In security licensing courses it could effect an individuals job and or company contract.
10. With early registration there is enough time for registrants to receive welcome information. The welcome letters contain equipment lists. There may be items that need to be purchased or you elect to buy before the class. This can be impossible in a short time frame.
11. Group tuition costs may be affected by no shows or failure to pay on time- so make sure your group is informed and committed to attending on time and with the proper materials.
12. Waiting to the last minute for requalifications can lead to failing to meet license requirements losing your state licenses. Concealed handgun licensees recertify every two years and security officers at least annually.

Documentation will be sent within two weeks of the end of the program

By having a pay in advance policy many problems are avoided for all involved.

Our Payment Policy is committed to ensuring the best possible quality experience for all those who attend.

Budget your time and money effectively--- plan and pay ahead. Thank you