

Service Agreement



EMP Training LLC was created to offer unique and high-quality education for first responders. Our mission is to create a safer work environment and provide a source of education to truly benefit the careers of first responders. Our teaching style is sure to meet any expectation by living up to our motto, "Serving Those Who Serve".

The teaching style of our instructors is different than most. Because of their experience levels, our instructors are able to guarantee a level of instruction that will surely meet or exceed your expectations. Our pledges include:

- **"If We Don't Know It, We Don't Teach It"**- we only offer training on subjects we truly know about and have proficiency in
- **No 'War Stories'**– we teach to provide you information and options, not try to make ourselves sound like heroes
- **No 'Death by PowerPoint'**– we don't just read from slides, we actually teach to create an interesting and engaging learning environment
- **'Tell Me and I Will Forget, Show Me and I Will Remember, Involve Me and I Will Learn'**– we involve our students and encourage them to discuss and participate in the training, not just read information that will quickly be forgotten

www.emp-training.com

Pricing

Cancellation Policy

- Any agency or individually registered for course can cancel up to 10 days in advance for a full reimbursement
 - Reimbursement does not include credit card processing fees if originally paid for by credit card
- Agencies and individuals can cancel or rescheduled on a case-by-case basis if the reason for cancelation is considered an emergency (weather related, family, conflicts due to a professional obligation etc.)
 - Reimbursements within 10 days will be dealt with on a case-by-case basis.
- In the event that not enough students register to meet the above listed minimum attendance requirements, any student or agency who has paid for the class will have the option to reschedule or have a full refund.

Attendance

Students or agencies must arrive on time and be present for the duration of the course to receive a certificate. Students arriving more than 15 minutes late may be denied entry or allowed to participate on a case-by-case basis.

- The registration fee is forfeited if the student or agency does not show up for the scheduled course and cannot receive a refund

Payment Options

Agencies/individuals can pay via a Purchase Order (PO) or credit card. The PO must be issued prior to the date of the class and payment must be received within 30 days of the completion of the course. Any payment not received within 30 days of the completion of the course will have a 15% late fee added to the total invoice. Student certificates may also be withheld due to non-payment.

For additional information, contact [**sales@emp-training.com**](mailto:sales@emp-training.com)