



## **GatorCNA Refund Policy**

GatorCNA/Beeline Medical Training offers a 100% money-back guarantee if you do not pass the Florida Certified Nursing Assistant Exam after three(3) attempts within two years. **By signing this sheet, you agree to the following in order to be eligible for a full refund:**

- Complete your class in full. If you miss any part of the initial class, you are required to make up the skills and practice tests you missed during another scheduled class.
- Attend Open Lab with Video Instruction
- Sign-up for the Prometric exam within two months of your initial class
- Utilize online study materials to study for the written exam
- Participate in full during your class
- If you fail the exam your initial exam, you will need to contact the Program Manager to schedule a meeting to discuss your next course of action before signing up to retest. The program manager will work with you to develop an action plan that must be completed before your second exam attempt. If you fail your second attempt, you will again need to contact the Program Manager to schedule a meeting to develop a second action plan that must be completed before your third exam attempt. *Agreed upon action plan(s) must be completed entirely in order to receive a refund after your third attempt at the exam.*
- Save your receipts from Prometric. You will need to provide proof of payment of all three exam attempts.

**Remember, our number one goal is for you to pass the exam. If you make every effort, then we will too.**

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**Print Name:**

**Date:**

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**Signature:**