



Mulder Nursing Inc.

Terms & Conditions

What information do we collect?

We collect information from you when you register on our site, place an order or fill out a form. When registering on our site, you may be asked to enter your: name, e-mail address or credit card information.

Please refer to our privacy policy for additional details on how we use your information.

Course Registration Process

Once you selected a course from our site, the information will be transferred into the Heart and Stroke Foundation (HSF) database.

It is important you verify the date, time, and location of your course.

This can be viewed at <https://cpr.heartandstroke.ca> and is also listed in an email you will receive from the HSF.

You will need your personal HSF ID to access the portal to view your certification status.

This applies to ALL Heart and Stroke Foundation courses you have completed or pending.

Any use by you of optional tools offered through the site is entirely at your own risk and discretion and you should ensure that you are familiar with and approve of the terms on which tools are provided by the relevant third-party provider(s).

Third-party links on this site may direct you to third-party websites that are not affiliated with us. We are not responsible for examining or evaluating the content or accuracy and we do not warrant and will not have any liability or responsibility for any third-party materials or websites, or for any other materials, products, or services of third parties.

We are not liable for any harm or damages related to the purchase or use of goods, services, resources, content, or any other transactions made in connection with any third-party websites. Please review carefully the third-party's policies and practices and make sure you understand them before you engage in any transaction. Complaints, claims, concerns, or questions regarding third-party products should be directed to the third-party.

REFUNDS / CANCELLATIONS

BCLSGuy reserves the right to cancel a course due to insufficient registration or any circumstances that are beyond our control.

In this case, you will be notified approximately 1 week prior to the course date.

You will be eligible for a **full** refund and not be charged a cancellation or transfer fee.



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Please note that if **you** must cancel or transfer, do so promptly! (NO EXCEPTIONS)
Participants who cancel more than 14 days prior to the course date will be reimbursed.

A non-refundable fee of 25% applies to **ALL** cancellations or [course transfers](#).

No refunds for the following:

- 1. No-shows and cancellations less than two (2) weeks before start of the course**
- 2. Participants attending ACLS or BLS/ACLS renewal courses without:**
 - Current Heart & Stroke BLS status, **OR**
 - Current Heart & Stroke ACLS status, **OR**
 - ACLS pre-course self-assessment certificate (passing score = 70%) **OR**
 - If applicable, Heart & Stroke BLS Renewal Prerequisite Challenge Certificate, after completing the online challenge.
- 3. If access to premises is denied by the hospital where the course is held.**
(e.g.: If you are not a staff member)

Heart & Stroke Foundation (HSF)

Your **personal HSF ID** allows access to the portal where you can view your certification status of all HSF courses you have completed or pending.

[View instructions](#) on how to access.

The HSF controls distribution of all certificates, the digital e-Card is free of charge.

Changes to our Terms & Conditions

If we decide to change our Terms & Conditions, we will post those changes on this page.

Contacting Us

If there are any questions regarding these Terms & Conditions, you may contact us using the information below.

Mulder Nursing Inc.
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Cambridge, Ontario

1-844-BCLSGUY
mail@bclsguy.com

This policy was last reviewed on August 8, 2022.