



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.

Optional tools

We may provide you with access to third-party tools over which we neither monitor nor have any control or input.

You acknowledge and agree that we provide access to such tools "as is" and "as available" without any warranties, representations or conditions of any kind and without any endorsement. We shall have no liability whatsoever arising from or relating to your use of optional third-party tools.

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).

We may also, in the future, offer new services and/or features through the website (including, the release of new tools and resources). Such new features and/or services shall also be subject to these Terms of Service.

Third party links

Certain content, products and services available via our Service may include materials from third parties. 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.

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.



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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. Within 6 months of cancellation, you may request a **full** refund or transfer at no additional cost.

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.**
 - Any Heart & Stroke Prerequisite Challenges or access keys for on-line blended courses.
 - Any course material, print or digital.
2. Participants **attending BLS renewal courses without:**
 - Current Heart & Stroke BLS status, **OR**
 - If applicable, Heart & Stroke BLS Renewal Prerequisite Challenge Certificate.
3. Participants **attending ACLS courses without:**
 - Current Heart & Stroke BLS status, **OR**
 - ACLS pre-course self-assessment certificate (passing score = 70%) **OR**
 - If applicable: Successfully completing the ACLS Blended Learning on-line component.
4. Participants **attending ACLS renewal courses without:**
 - Current Heart & Stroke BLS status, **OR**
 - Prior Heart & Stroke ACLS status, **OR**
 - ACLS pre-course self-assessment certificate (passing score = 70%) **OR**
 - If applicable: Successfully completing the ACLS Blended Learning on-line component.

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 November 25, 2023.