

Elysian Energy, LLC

Policy for Canceling or Rescheduling Courses and Exams

These Cancellation and Rescheduling Policies directly follow [BPI's Small Homes Certification Policies and Procedures](#).

- In the event of a rescheduled or cancelled appointment, the following fees apply:

Note: *Circumstances out of the control of the candidate will be evaluated on a case-by-case basis.*

- **Cancellations**

- Fourteen (14) calendar days or more prior to date: 25% of fees
- Thirteen (13) calendar days to 72 hours prior to date: 50% of fees
- Less than 72 hours prior to date: 75% of fees
 - **More than 30 minutes late to scheduled appointment is considered a day-of cancellation.**

- **Rescheduling**

- Fourteen (14) calendar days or more prior to date: No fee
- Thirteen (13) calendar days to 72 hours prior to date: 25% of fees
- Less than 72 hours prior to date: 50% of fees

- **Adverse Weather/Travel Conditions**

- Elysian Energy recognizes the possibility of adverse weather conditions or travel conditions that may impact the scheduled training and testing sessions. Elysian Energy will not hold training or exams if the conditions result in an unsafe work environment or unsafe travel conditions. In such instances, Elysian Energy will accommodate the candidate(s) as much as possible. If the situation results in a postponement, the candidate or the organization will not be held responsible for rescheduling fees, as long as the candidate contacts Elysian Energy within a week of the original date to reschedule their test.