

Information

and Policies

Registration is required for Inova HealthSource programs. For all questions regarding an Inova HealthSource program, please call the registration line at **(703) 204-3366**, Monday through Friday from 8:30 AM to 6:00 PM. A 24-hour voice mail is available for your convenience. Registration is also available 24-hours a day on the web at www.inova.org/healthclasses.

Full payment is required at the time of registration.

Transfer/Cancellation/Refund Policy

Transfers

- **ACLS or PALS programs are processed without a fee up to 10 business days prior to the start date of the program.**
- **All other programs are processed without a fee up to 5 business days prior to the start date of the class or program.**
- **Requests received after the time limits listed above are subject to additional class fees.**

Cancellations

- **ACLS or PALS programs are processed without a fee up to 10 business days prior to the start date of the program.**
- **All other programs are processed without a fee up to 5 business days prior to the start date of the class or program.**

Refunds

- **Will not be given for any class after it has begun.**
- **Will not be given if cancellations are not made within the time limits listed above.**
- **There are no refunds for materials/books that have been sent out, unless they are returned unopened and are reusable.**
- **There are no refunds for ACLS Anywhere CDs once they have been picked up.**
- **Specific policies apply to Inova TobaccoNET, My Strong Back and Personal Weight Coach Programs. See details at www.InovaHealthSource.com/RefundPolicy**

Refund exceptions: Fees are transferable or refundable under the following condition(s):

- **If a class participant has a documented medical condition verified in writing by a physician. Physician note can be mailed or faxed.**
- **If a class is canceled due to low enrollment, you have the option to reschedule or receive a full refund.**