



John J. Barthelmes  
*Commissioner*

# State of New Hampshire

## Department of Safety

Division of Fire Standards and Training and Emergency Medical Services  
Richard M. Flynn Fire Academy  
98 Smokey Bear Blvd., Concord, New Hampshire  
Mailing Address: 33 Hazen Drive, Concord, New Hampshire 03305-0002



Richard A. Mason  
*Director*

### 100% Refund

With at least a 7 (calendar) day notice (Prior to class) an individual may withdraw from a class with a 100% refund and/or no charge for billing. This time frame gives the opportunity to fill the vacancy from the program waiting list.

### Courses in length up to 80-hours

Once a course of 80 hours in length or less starts (or less than a 7 (calendar) day notice is given) there shall be no refund; this includes students that give no notification of withdrawal or are considered "no shows"; billing shall be at full tuition.

### Courses in length longer than 80-hours

Once a course longer than 80 hours in length starts (or less than a 7 (calendar) day notice is given) and the course is less than 50% complete when a student withdraws or no notification of withdrawal has been given, the refund or billing shall be 50% of the full tuition. If the course is 50% or more complete, there shall be no refund; billing shall be at full tuition.

### Exclusions

The following shall be allowable excuses for 100% refund or no billing if written notification is received & accepted.

1. illness or injury with medical documentation,
2. documented employment issues approved by the Division Director,
3. documented family issues approved by the Division Director.

*Fire Training – Certification – Fire Academy – Emergency Medical Services*

Business: (603) 223-4200

Fax: (603) 271-1091

Toll Free: 1-800-371-4503

TDD Access: 1-800-735-2964

<http://www.nh.gov/safety/divisions/fstems>