

Terms & Conditions

These terms and conditions govern the purchase of services provided by FireShowsWest First Responder Training and Education Foundation or FireShowsWest("we" or "us") to you ("customer" or "you"). By making a purchase, you agree to be bound by these terms and conditions. Service Description We offer various services as described on our website or as agreed upon in writing. The specific details and scope of the services will be outlined in the purchase agreement or contract. Ordering and Payment To place an order, you may be required to provide certain information, including but not limited to your name, company/personal details, and payment information. You represent and warrant that the information provided is accurate and complete. You agree to pay the agreed-upon price for the services, including any applicable taxes or fees. Intellectual Property Unless otherwise stated, all intellectual property rights associated with the services, including but not limited to copyrights, trademarks, and trade secrets, remain the sole property of FireShowsWest. You are granted a limited, non-exclusive, non-transferable license to use the services for their intended purpose. Cancellation and Refunds If you wish to cancel your purchase, please refer to our cancellation policy as outlined on our website or in the purchase agreement. Refunds, if applicable, will be provided in accordance with our refund policy. Limitation of Liability To the extent permitted by law, we shall not be liable for any direct, indirect, incidental, consequential, or punitive damages arising out of or in connection with the use of our services. We do not guarantee the suitability or results of the services for your specific needs or requirements. Confidentiality Any confidential or proprietary information shared between us and the customer during the provision of services shall be kept confidential and not disclosed to any third party, unless agreed upon within registration. Governing Law and Jurisdiction These terms and conditions shall be governed by and construed in accordance with the laws. Any disputes arising out of or relating to these terms and conditions shall be subject to the exclusive jurisdiction of the courts. Amendments We reserve the right to modify or update these terms and conditions at any time. Any changes will be effective upon posting on our website or as otherwise communicated to you. It is your responsibility to review the terms and conditions periodically. As a participant in FireShowsWest, you are giving permission to publish pictures and/or video that may contain your photo or a likeness of you.

Refund Policy:

1. Refund Eligibility

We understand that circumstances may change, and you may need to request a refund for your purchase. Refunds will be accepted until August 1st, 2025, for purchases provided by FireShowsWest. After this date, refund requests will no longer be considered. PLEASE NOTE: Full purchase amounts will not be refunded due to third party (ExpoPass, Stripe) fees. If you would like, you may request a credit for future shows in the amount as purchased.

2. Non-Transferrable Registrations

Please note that registrations for our services are non-transferrable. Refunds will only be issued to the original purchaser and cannot be transferred to another individual or entity.

3. Refund Process

To request a refund, please contact our customer support team by emailing, trish@fireshowswest.com We will review your request and respond within a reasonable timeframe.

4. Refund Method

Refunds, if approved, will be issued using the original method of payment. Please allow a reasonable period for the refund to be processed and reflected in your account.

5. Non-Refundable Fees

Please note that certain fees associated with the purchase, such as processing fees or administrative charges, may be non-refundable. These fees will be clearly communicated to you during the purchase process.

6. Refund Exceptions

The following situations are not eligible for refunds:

- a. Services already provided or completed as of the refund request date.
- b. Failure to comply with the terms and conditions or policies outlined by FireShowsWest
- c. Change of mind or personal circumstances that do not fall under the approved refund criteria.

7. Contact Us

If you have any questions or need further assistance regarding our refund policy, please contact our customer support team at trish@fireshowswest.com