

TERMS OF SERVICE

Crisis Operator™

Last updated: 28 August, 2026

1. Acceptance and Scope of Terms

These Terms of Service ("Terms") govern your access to and use of the Crisis Operator™ online ecosystem.

These Terms apply to Crisis Operator™ websites, subdomains, landing pages, assessments, enrollment and checkout pages, thank-you pages, training platforms, digital content, certification pathways, and related online services operated by Crisis Control Solutions LLC (collectively, the "Services"), including crisisoperator.com and its associated subdomains and program pages.

The Services may include different Crisis Operator™ program versions, assessments, landing pages, or training pathways designed for different audiences.

By accessing or using the Services, you agree to these Terms as applicable to the Service you use.

When purchasing a paid program, you also agree to the purchase and payment terms disclosed to you at checkout.

2. Operator of the Services

Crisis Operator™ is an online training and assessment ecosystem offered under the American Crisis Institute™ brand.

American Crisis Institute™ and Crisis Operator™ are operated by:

Crisis Control Solutions LLC

4851 Tamiami Trail N
Suite 200
Naples, FL 34103
United States

All Services provided through the Crisis Operator™ ecosystem are offered by Crisis Control Solutions LLC.

3. Description of the Services

The Services may include:

- online assessments
- professional training programs
- educational materials
- digital resources
- certification pathways
- related educational and informational content

The Services relate to topics including crisis leadership, decision-making under pressure, crisis readiness, and operational preparedness.

All content is provided for **educational and informational purposes only**.

The Services do not constitute legal advice, security services, emergency response services, individualized professional advice, or professional licensure.

Training programs are delivered primarily in a self-paced, online format unless explicitly stated otherwise.

4. Crisis Readiness Assessment

The Crisis Readiness Assessment and any similar assessment offered through the Services are provided for informational and educational purposes only.

An assessment may provide a generalized indication of crisis readiness or preparedness based on responses selected by the user.

Assessment results:

- are indicative only
- are not professional evaluations
- are not customized for every organization, jurisdiction, individual circumstance, or real-world crisis scenario
- do not constitute legal, security, emergency-response, medical, psychological, or other professional advice
- should not be relied upon as the sole basis for important decisions or actions

Use of assessment results is at your own discretion and risk.

Completing a free assessment does not, by itself, create an obligation to purchase a paid Crisis Operator™ program.

5. Training and Certification Disclaimer

Participation in Crisis Operator™ training programs and receipt of a certificate:

- does **not** constitute licensure, accreditation, or legal authorization
- does **not** guarantee performance, safety, employment, professional advancement, or outcomes in real-world crisis situations
- does **not** replace professional judgment, experience, legally required training, or formal organizational procedures

Certification reflects completion of applicable program requirements within the American Crisis Institute™ framework only.

6. Enrollment and Payment Options

Enrollment in paid programs requires payment through an approved third-party payment provider.

The applicable price and available payment options are displayed on the enrollment or checkout page at the time of purchase.

Depending on the offer, a purchase may be paid:

- in a single payment, or
- through a defined installment plan consisting of a specified number of scheduled payments.

Where an installment plan is offered, the checkout page will disclose the applicable payment schedule, including the number and amount of scheduled installments and the total amount payable where applicable.

Installment plans are not cancel-anytime subscriptions

An installment plan is a method of paying the purchase price for a program over a defined number of scheduled payments.

It is **not a monthly cancel-anytime subscription or membership**, unless a particular offer is expressly identified as such at checkout.

By selecting an installment plan and completing enrollment, you agree to complete all scheduled payments associated with that purchase, except where a valid cancellation and refund is requested under Section 8 or where otherwise required by applicable law.

Stopping participation in a course, failing to access the training platform, or deciding not to complete the program after the applicable refund period does not, by itself, cancel remaining scheduled installment payments.

7. Failed or Overdue Installment Payments

If a scheduled installment payment cannot be successfully processed, the payment will be considered outstanding.

Our payment provider may make additional attempts to process the outstanding installment using the payment method associated with your purchase, consistent with the payment authorization provided at checkout and applicable law.

If a payment fails, we may contact you to:

- inform you of the failed payment
- request that you resolve an issue with your payment method or financial institution
- provide an opportunity to update or replace your payment method
- provide information regarding additional payment attempts
- inform you of the status of your course access

Grace period

If a scheduled installment payment fails, we will generally provide a **seven (7) calendar day grace period** from the original scheduled payment date to resolve the outstanding payment.

During the grace period, we may make additional payment attempts through our payment provider and contact you regarding the outstanding payment.

We do not impose a separate late-payment fee unless such a fee has been clearly disclosed before purchase and is permitted by applicable law.

Temporary suspension of access

If the outstanding installment remains unpaid after the applicable grace period, we may temporarily suspend access to the applicable paid training program and related digital materials until the outstanding payment is resolved.

Temporary suspension does not, by itself, cancel the enrollment or installment plan.

Once the outstanding payment has been successfully resolved, access will normally be restored within a commercially reasonable period.

Continuing payment obligation

Temporary suspension of course access does not eliminate an installment that has already become due and does not, by itself, cancel the remaining installment plan.

Where an installment plan has been selected, the customer remains responsible for completing the scheduled payments associated with the purchase, subject to the 30-day money-back guarantee described below and any rights provided by applicable law.

For assistance with a failed payment or to request help updating a payment method, contact:

training@americancrisisinstitute.com

We may make reasonable accommodations in individual circumstances. An accommodation, extension, or payment arrangement made in an individual case does not modify these Terms generally or require the same accommodation in another case.

8. 30-Day Money-Back Guarantee and Cancellation

Eligible Crisis Operator™ paid training programs, including Crisis Operator™ Level 1, are offered with a **30-day money-back guarantee**, unless a different refund policy is clearly disclosed for a particular product before purchase.

For Crisis Operator™ Level 1, if the program is not the right fit for you, you may cancel your enrollment and request a full refund of the amount paid, provided that your request is received within **thirty (30) calendar days of your enrollment date**.

How to cancel and request a refund

To exercise the 30-day money-back guarantee, you must send your cancellation request by email to:

training@americancrisisinstitute.com

The request should be sent from the email address used to enroll in the program and should clearly state that you wish to cancel your enrollment.

Your request must be **received at training@americancrisisinstitute.com within thirty (30) calendar days of your enrollment date**.

No specific reason or justification is required.

What happens after a valid cancellation

If a valid cancellation request is received within the applicable 30-day guarantee period:

- amounts paid for the eligible program will be refunded
- any remaining scheduled installments associated with that purchase will be cancelled
- access to the applicable paid training materials will be revoked

Approved refunds are issued to the original payment method within a commercially reasonable time, typically within 5-10 business days, although the time required for the funds to appear may depend on your financial institution or payment provider.

The guarantee is limited to one refund per person and does not apply in cases of demonstrable fraud or abuse, including unauthorized copying or distribution of substantial course materials before requesting a refund.

Nothing in this section limits consumer rights that cannot lawfully be waived.

9. After the Refund Period

After the applicable money-back guarantee period has expired, purchases are generally non-refundable except where otherwise required by applicable law or expressly stated for a particular offer.

If you selected an installment plan, stopping participation after the refund period does not automatically cancel remaining scheduled installment payments because the installment plan represents payment of the purchase price rather than a recurring monthly subscription.

If exceptional circumstances affect your ability to continue the program or meet your payment obligations, you may contact:

training@americancrisisinstitute.com

We may consider reasonable individual arrangements at our discretion, but are not obligated to waive amounts properly due except where required by applicable law.

10. Payment Disputes and Chargebacks

If you believe a payment has been processed incorrectly, please contact us at:

training@americancrisisinstitute.com

so that we can investigate the issue and, where appropriate, resolve it.

Fraudulent chargebacks, deliberate misuse of payment-dispute procedures, or other fraudulent payment activity may result in suspension or termination of access.

Nothing in these Terms prevents you from exercising legitimate rights available through your financial institution, payment provider, or applicable law.

11. User Conduct

You agree not to:

- misuse, disrupt, or interfere with the Services or their underlying technology
- use the Services for unlawful, deceptive, fraudulent, or malicious purposes
- attempt unauthorized access to accounts, systems, or course materials
- misrepresent certification status or training outcomes
- reproduce, distribute, publish, share, or resell protected course or assessment materials without authorization
- provide another person with unauthorized access to paid training materials

Paid training materials are provided for personal, non-transferable use unless otherwise expressly agreed in writing.

12. Intellectual Property

All content within the Services, including assessment questions, assessment logic and structure, text, graphics, videos, training frameworks, course materials, trademarks, branding, certificates, and related intellectual property, is owned by Crisis Control Solutions LLC or its licensors.

Unauthorized reproduction, copying, distribution, publication, resale, or commercial use is prohibited.

13. Third-Party Services

The Services may rely on third-party providers for website hosting, assessments, course delivery, analytics, advertising measurement, payment processing, email communications, and other technology services.

We are not responsible for the independent availability, performance, terms, or data practices of third-party services except to the extent responsibility cannot lawfully be excluded.

Use of personal information in connection with these services is addressed further in our Privacy Policy.

14. Availability, Modification and Suspension of Services

We may update, modify, suspend, replace, or discontinue free assessments, website features, content, or other non-paid Services from time to time.

Access to a paid training program may also be suspended or terminated for:

- material violations of these Terms
- unauthorized distribution or misuse of course materials
- fraudulent activity
- abusive or fraudulent chargeback activity
- unresolved payment default as described in Section 7
- unlawful use of the Services

Where appropriate, we may provide notice and a reasonable opportunity to resolve the issue.

Nothing in this section limits rights that cannot lawfully be waived.

15. Limitation of Liability

To the maximum extent permitted by applicable law, Crisis Control Solutions LLC shall not be liable for indirect, incidental, special, consequential, or punitive damages resulting from:

- use or inability to use the Services
- interpretation or application of assessment results
- reliance on training materials or certification
- unauthorized access to or alteration of data
- interruption of access caused by technical or payment-related issues
- events occurring during real-world crises or high-risk situations

Use of the Services and reliance on educational or assessment content is at your own risk.

Nothing in these Terms excludes or limits liability where such exclusion or limitation is prohibited by applicable law.

16. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the **State of Florida, United States**, without regard to conflict-of-law principles, except to the extent mandatory consumer protection laws of another applicable jurisdiction provide rights that cannot lawfully be waived.

17. Changes to These Terms

We may update these Terms from time to time to reflect changes to our Services, programs, business practices, payment processes, or applicable law.

The current version will be made available through the Crisis Operator™ online ecosystem with an updated "Last updated" date.

Changes will not retroactively eliminate rights or materially alter payment obligations already agreed to by a customer where doing so would be prohibited by applicable law.

18. Contact Information

For questions regarding these Terms, assessments, enrollment, payments, payment-method updates, cancellations, or refunds, contact:

Crisis Control Solutions LLC

4851 Tamiami Trail N

Suite 200

Naples, FL 34103

United States

training@americancrisisinstitute.com

+1 (786) 310-0441

For cancellation and a refund under the Crisis Operator™ Level 1 30-day money-back guarantee, your request must be emailed to:

training@americancrisisinstitute.com

and received within **thirty (30) calendar days of your enrollment date.**