

3. A full refund may be issued provided it is before the seven (7) business day cancellation deadline.

LATE ARRIVAL POLICY

Participants are given thirty (30) minutes leeway regarding the arrival or departure time for all training sessions.

- For certificate courses (such as Standard First Aid & CPR; Emergency First Aid & CPR; Defusing Hostility; UMAB; CPI; WHMIS), participants that do not arrive within the allotted thirty(30) minutes, will not be permitted to attend the training.
- For non-certificate courses (such as Shelter Standards; Mental Health), participants that do not arrive within the allotted thirty (30) minutes (sharp), will be permitted to attend the training up to 60 minutes however they will not be issued a certificate of attendance after thirty(30) minutes (sharp).
- ★ Depending upon the workshop topic, participants may be refused admittance to non-certificate courses after thirty (30) minutes (sharp).

After sixty (60) minutes (sharp), participants will not be permitted to attend non-certificate courses.

These times are non-negotiable.

CREDITS AND CANCELLATIONS

If an agency/individual has a credit from a previous cancelled workshop, this credit must be used/ applied to a future workshop by the Training Centre's fiscal year end, December 31st, otherwise it will be lost. The Training Centre may also apply the credit to future workshops on the agency/individuals' behalf.

A full refund may be issued provided it is before the seven (7) business day cancellation deadline. All full refunds are dependent upon management's approval and will only be issued within the same year of the cancelled workshop.

It is not the Toronto Hostels Training Centre's common practice to waive charge back fees.

If one wishes to contest any of the Training Centre's policies submit the complaint in writing to the Executive Director within thirty (30) days of the event otherwise the request will not be considered. If the charge back fees are waived only a credit will be issued. Please note all requests will be verified with the employee's supervisor. All decisions are final.

Please see the Centre's complaint procedure for further information.

PROGRAM CHANGES

The Toronto Hostels Training Centre reserves the right to change the workshops, dates, fees and regulations at any time, and to cancel particular workshops if over/under-enrolled. If workshops are cancelled, the Training Centre will be responsible for crediting the workshop fees only.

WAIVER REQUIREMENTS

In order to participate in Standard First Aid and CPR Two-Day Training and Re-Certification Training, First Responder Seminar for Childhood Emergencies, Emergency First Aid and CPR, Non-Violent Crisis Intervention (CPI) and Understanding and Managing Aggressive Behaviour (UMAB), all participants will be asked to sign a Waiver.

WORKSHOP/TRAINING LOCATION AND PARKING

Unless otherwise specified, all workshops/trainings are held at:

Toronto Hostels Training Centre
65 Wellesley Street East, Suite 501
Toronto, ON M4Y 1G7

Hours of Operation: Monday-Friday from 8:30am – 4:30pm
Telephone Number: 416-469-0007
Fax: number: 416-469-5313
Website: www.thtcentre.com
Email address: inquiries@thtcentre.com