

NOSHOWS/ CANCELLATIONS

The Toronto Hostels Training Centre requires seven (7) business days, written cancellation notice prior to the workshop date. Failure to do so will result in a charge to the relevant agency or participant of the full cost of the workshop. The Training Centre will not be held financially responsible for cancellations not received within the seven (7) business day cancellation period.

It is the responsibility of the prospective agency and/or individual to ensure that the cancellation has been received by the Toronto Hostels Training Centre.

Note: If the registrant cannot attend, an alternate may be sent in his/her place.

Please notify THTC to cancel or to register an alternate.

Email: inquiries@thtcentre.com

PAYMENT

Payment must be received at registration. The Centre accepts cheques (agencies only), certified cheque, money order - Interac, Mastercard and Visa for on-site payment transactions only. Please make cheques, or money orders payable to the Toronto Hostels Training Centre. Indicate the participant's name, workshop title and date with payment. Should you need to cancel, payment will be credited to a future workshop of your choice, provided within seven (7) business days cancellation period.

If a cheque results in NSF charges, the agency cannot register for future workshops unless payment is received in full at the time of registration. NSF fee of twenty (20) dollars will also be applied to the balance owing in order to cover added administration costs and bank charges. Under these circumstances the only method of payment accepted for future training sessions: cash, certified cheque and/or money order. Interac, Visa or Mastercard are accepted onsite.

THTC PAYPAL REFUND POLICY

- All confirmed PayPal training refund requests will be issued within a thirty (30) day period from the date of written request.
- All confirmed PayPal training refund requests exceeding a sixty (60) day period from the date of purchase, will be issued by cheque.
- THTC will not be held financially responsible for over payment ie. member/ affiliate rate vs. non-member/ non-affiliate rate.

As a reminder, THTC does not backdate membership or affiliate rates.

Methods of payment accepted:

Visa, Mastercard and Interac are the only forms of payment accepted for on-line registrations.

THTC will not be held financially responsible for payments made via other methods.

WORKSHOP ATTENDANCE

Although you may be registered to attend a workshop – you must sign the Training Centre Workshop Attendance Form. This is the only record the Training Centre has to verify your attendance. Please be prompt for your workshop as instructors will start on time. Lateness will result in not receiving a certificate and/or being refused admittance. Please be considerate and put all cell phones and pagers on vibration before entering the workshop. Take all calls outside the facilitation room. For your convenience, there is a phone located in the reception area.

There are three (3) options available if the registrant needs to cancel:

1. Payment can be credited to a future workshop of their choice, provided seven (7) business days' notice has been given. Otherwise the full cost of the workshop will be charged back to the relevant agency or participant.
2. An alternate maybe sent in his/her place. The Training Centre should be informed of this change, in order to keep agency files and finances up to date.

