

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 via email to cancel or to register an alternate.
Email: inquiries@thtcentre.com

★ Due to the increased number of registrations being cancelled shortly after registration requests are received by THTC. Cancelling classroom workshop and/or eLearning course registration in under (seven) 7 business days' from the date of the date registered, will result in an administration charge of \$40.

PAYMENT

Payment must be received at registration. The Centre accepts cheques (agencies only), certified cheques, money orders or cash, Interac, Mastercard and Visa for on-site payment transactions only. Please make cheques, certified cheques and/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. **It is the responsibility of the registrant to be aware of any fee discounts to which they may be entitled, based on the course taken or on their agency's affiliations.**

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.

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.

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.
3. A full refund maybe 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; CRM; 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 OHSUTP; 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.

RETURNING TO COMPLETE A WORKSHOP

If an emergency situation arises (eg. illness, work emergency) and an individual currently attending a workshop is unable to complete the required number of hours in order to receive their certificate, the individual may return to complete the required hours at a later time, provided the facilitator is agreeable and it is workable within the framework of the workshop. The re-scheduling must be approved by both the facilitator and Executive Director. Confirmation of the emergency may be requested from the individual's agency/supervisor. A registration form must be completed.

The scheduled individual must complete their required hours of training two (2) months from the date of the original workshop. If the individual is unable to complete the required hours of training by the above time period, then the complete workshop must be re-taken by the individual at full cost. This applies to two day certificate training only eg. Standard First Aid and CPR, Non-Violent Crisis Intervention (CPI) - please contact THTC for confirmation.

★ This does not apply to individuals who arrive late/or leave early for a full and/or half day workshop and are refused admittance by the presenter and/or do not receive a certificate of attendance.

For full and/or half day workshops, the complete workshop must be re-taken.