

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.