

INSTITUTE OF CHILDHOOD TRAUMA AND ATTACHMENT



Refund Policy

Thank you for your interest in attending our trainings. We know that sometimes it becomes impossible to attend an event you've registered for. We developed this policy to answer questions you might have about what will happen if you can no longer attend and to let you know that before you register.

Open-Enrolment Trainings: Individual Registrants

- If you can no longer attend the event, at least 48 hours before the event start date/time, you can send someone else (who is eligible to attend) in your place at no charge or you can be refunded the total registration amount minus the Eventbrite registration fee (if applicable) and a \$25 administrative fee. Or, your full fee can be used to attend to the next available training date. If you cannot attend that date, you will receive a refund minus the Eventbrite registration fee (if applicable) and the \$25 administrative fee. Applying your registration fee to the next available event date is only possible once.
- Less than 48 hours before the event start date/time, the registration fee is nonrefundable, but you can send someone else (who is eligible to attend) in your place for free. Or, your full fee can be applied to the next available event date. If you cannot attend that date, you will receive a refund minus the Eventbrite registration fee (if applicable) and the \$25 administrative fee. Applying your registration fee to the next available training date is only possible once.

Open-Enrolment Trainings: Group Registrants

- If your group can no longer attend the event, at least 7-days before the event start date/time, you can send others (who are eligible to attend) in place of your original registrants at no charge or you can be refunded the total registration amount minus the Eventbrite registration fee (if applicable) and a \$25 administrative fee per person registered. Or, your full fee can be applied to the next available training date. If your group cannot attend that date, you will receive a refund minus the Eventbrite registration fee (if applicable) and the \$25 administrative fee. Applying your registration fee to a next available training date is only possible once.
- Less than 7 days before the training start date/time, the registration fee is nonrefundable, but you can send others (who are eligible) to attend in place of the original attendees for free. Or, your full fee can be applied to the next available event date. If your group cannot attend that date, you will receive a refund minus the Eventbrite registration fee (if applicable) and the \$25 administrative fee. Applying your registration fee to a next available training date is only possible once.



**Changing the
trajectory of children's
mental health.**

Open-Enrollment Trainings: Institute Date/Time Change

- If the Institute changes the date and/or time of an event after you've registered for that event and you can no longer attend, you can get a full refund within 14 days of us contacting you about the date and/or time change.
- After 14 days, the open-enrollment individual registrants or group registrants refund policy applies, as explained in the two sections above.

Customized Trainings

- In the case of customized trainings with the Institute, the potential need for refunds and rescheduling will be discussed with the Training Manager or Institute Director in the course of planning and scheduling your training, and will be included in your contract.

We hope this policy has answered any questions you have regarding refunds, but please contact us at institutetraining@georgehull.on.ca if you have any questions or want to discuss anything written in this policy.