



Workshop Cancellation Policy:

CMHA Toronto reserves the right to cancel or postpone workshops due to under-enrollment, instructor illness or inclement weather. If a workshop is cancelled, you may transfer to another workshop or receive a full refund. Refunds will only be provided in the event a workshop has been cancelled by CMHA Toronto.

If your plans change after you have registered you may:

1. **Designate a substitute** to attend in your place, at no extra cost. Please notify us of the name of the person attending **as soon as possible** prior to the workshop date for which you registered. This will allow us to correct our records and minimize confusion at check-in.
2. **Transfer to another workshop**, provided that you notify us by fax or email *at least 5 business days prior to the training date* for which you have registered. A \$20 administration fee will apply and is payable at the time of the transfer request. *We will not consider requests to transfer less than 5 business days prior to a workshop date.* If you fail to attend your scheduled workshop without required notification, as outlined above, your fee will be forfeited.

Timekeeping/Punctuality

It is very important that our instructors start workshops on time. Thus, instructors are free to close admittance to workshops 45 minutes after starting. Late arrivals may not be admitted and may not be entitled to certification.