



## **WORKSHOP CANCELLATION POLICY:**

CMHA North Bay and District reserves the right to cancel or postpone workshops due to under-enrolment, instructor illness, inclement weather or other unforeseen circumstances. If a workshop is cancelled, you may transfer to another workshop or receive a full refund. A full refund will only be provided in the event a workshop has been cancelled by CMHA North Bay and District.

***If your plans change after you have registered, you may:***

- 1. Withdraw** for a full refund, less a 10% administration fee, provided that you notify us by email **at least 10 business days prior** to the date of the workshop. ***(Exception: Mental Health First Aid)***
- 2. Designate a substitute** to attend in your place, at no extra cost, **3 business days prior** to the date of the workshop. Provide the name, phone number and email of the person attending. This will allow us to correct our records and minimize confusion at check-in. ***(Exception: Mental Health First Aid)***
- 3. Transfer** to another workshop within 12 months, provided that you notify us by email at least **3 business days** prior to the training date for which you have registered. We will not consider requests to transfer less than 3 business days prior to a workshop date. ***(Exception: Mental Health First Aid)***

If you fail to attend your scheduled workshop without required notification, as outlined above, your fee will be forfeited.

**EXCEPTION:** ALL withdrawals, transfers and substitutes for MENTAL HEALTH FIRST AID will result in a \$75 administration fee. In addition, Mental Health First Aid, Module 1, must be completed 24 hours before start of course. Failure to complete Module 1 will result in full forfeited fee and withdrawal from the course.

## **TIMEKEEPING/PUNCTUALITY**

It is very important that our instructors start workshops on time. Instructors are free to close admittance to workshops 30 minutes after starting. Late arrivals may not be admitted and may not be entitled to certification.

Contact [education@nbd.cmha.ca](mailto:education@nbd.cmha.ca) for additional information.