



## **WORKSHOP CANCELLATION POLICY**

### **Registrations are non-refundable.**

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 by CMHA North Bay and District, an alternative date will be scheduled or CMHA North Bay and District will offer 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 you are unable to attend your scheduled training you may **designate a substitute** to attend in your place only upon provision of a notification email to [education@nbd.cmha.ca](mailto:education@nbd.cmha.ca), **10+ business days prior** to the start of your scheduled training indicating the name, phone number and email of the new participant.

### **EXCEPTION**

**MENTAL HEALTH FIRST AID:** The course requires all participants to complete an online self-directed module, prior to the in-class learning portion of the training. An **additional \$75 fee may be charged**, if the access code was redeemed prior to receiving written notification of a substitute.

Additionally, the self-directed module (Module 1), must be completed at least 24 hours before start of course. Failure to do so 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 and will result in forfeited fee.

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