

Training Cancellation & Refund Policy

Calming Communities, PLLC offers three types of play therapy training opportunities. The cancellation and refund policy is dependent on the delivery method of your training.

All training events have these policies in common:

- All trainings are subject to sufficient registration.
- If a live event is cancelled due to insufficient registration, weather related emergencies or extreme technological difficulties, all paid registrants will be given the choice to either attend a rescheduled event at no additional charge or be issued a full refund.
- Should Calming Communities, PLLC need to cancel or reschedule training, all efforts will be made to contact registrants via the email that was provided during the event registration.
- No partial CE credit is available. Attendees must be present for live events for the entire duration or complete an entire online course (with quiz) to obtain any credit.
- Live events may be recorded for future non-contact training opportunities. Attendees will be given prior notice of any recording; however, participation in the event implies consent to the recording and consent for any educational or commercial use without compensation.
- Play therapy credit will be awarded to mental health professionals only per the guidelines of the Association for Play Therapy. It is the responsibility of all participants to obtain appropriate supervision and/or consultation when learning new therapeutic techniques and to operate within their scope of practice and professional regulations.
- Continuing education credits for state or professional licensing boards are not available unless specifically indicated on the training announcement. Contact your state board or professional organization for guidance.
- Calming Communities, PLLC is responsible for the administration of the training only. Any other costs for participation are the responsibility of the registrant.
- Quiz answers and participant information are stored for audit purposes for a period of five years.
- No exceptions will be made to these policies.
- No refunds will be given for any course in which a certificate has already been issued.

For LIVE Training With No Registration Fee:

This includes all traditional face-to face events and any virtual events where the presenter and the attendee have the opportunity to ask questions in real time.

- The attendee of the training understands that the information presented in the event is for educational purposes and there is no fee to attend/participate in the event. **However, no play therapy credits are awarded.**

- Participants with verified attendance throughout the event may be given the opportunity to obtain play therapy (contact hour) credit documentation (certificate) for the fee advertised in the training announcement.
- Participants without verified attendance for an entire event may submit a supplemental quiz to verify that they received the content of the entire presentation. This option is at the discretion of the presenter. A passing grade of 70% or higher will be required. Attendee will receive notice of their passing grade PRIOR to paying for play therapy credit. Participation in this manner will allow the attendee to receive play therapy non-contact hour credit only. No exceptions!

For LIVE training WITH a Registration Fee:

This includes all traditional face-to face events and any virtual events where the presenter and the attendee have the opportunity to ask questions in real time.

- Cancellations received at least 14 days before a scheduled live training will be refunded 100%.
- Cancellations less than 14 days before a scheduled live training will receive no refund or credit.

For all pre-recorded, distance learning or asynchronous training:

This includes online courses or recordings from live events and virtual summits where the attendee does not have the opportunity to ask questions in real time.

- Courses have a 30-day, no questions asked full refund policy. However, no refunds will be given for any course in which a certificate has already been issued.
- Course fees are advertised prior to purchasing the course but may vary based on coupon offers, promotions or other discounts available. Course fees will not be changed or refunded after purchase due to the availability of a course promotion or offer available at a later time.
- Online courses utilize a course database that requires a course registration login (user name and password). Course materials can only be accessed through the course registration link and are available immediately upon registration of the course. The course administrator can restrict access to the course and limits to access are noted in the course registration.
- Upon registration, the course administrator has the ability to track document downloads and course activity. Upon course completion, participants are required to complete an exam (70% needed to pass) before being issued a certificate for the course.
- There are no course refunds issued due to a participant's failure to complete the course.
- Participants will be notified via their registration email of any changes to course access and be provided with at least 30 days notice of any planned course removal.

Participants with questions about the cancellation or refund policy should contact Robyn Reyna at business@calmingcommunities.com.

Refer to the Course Grievance Policy for additional terms and conditions.