



Training Cancellations and Conflicts

I have a conflict and cannot make my Part 1 training dates. What should I do?

- o Is it **more than 2 weeks prior** to Part 1?
 - **Refund**- if you no longer wish to attend the training you are eligible for a refund of any payments made, minus a \$50 admin fee.
 - **Transfer**- if you still wish to attend the training but need to change the dates you can request a transfer to a later cohort, at no additional cost.
- o Is it **less than 2 weeks prior** to Part 1?
 - **Refund**- cancellations with less than 2 weeks' notice will incur a \$375 cancellation fee, any additional payments made will be refunded to the trainee.
 - **Transfer**- cohort transfer requests with less than two weeks' notice can be made but will incur a \$100 change of cohort fee.

I have a conflict and cannot make my Part 2 training dates. What do I do?

- o I know by registering I agreed to attend both training dates listed, but an emergency has come up. What do I do?
 - We understand emergencies happen and will try our best to accommodate.
 - Part 2 transfers depend on availability in other cohorts. The transfer will require a \$250 change of cohort fee.
 - Note: EMDRIA requires that the full Basic Training be completed within one year from your Part 1 weekend. Please be mindful of this time frame if you request to change your Part 2 dates. We will do all we can to accommodate your preferred Part 2 transfer dates, however, we cannot guarantee an available seat in another cohort.
- o Will my consultation dates change if I change Part 2 cohorts?
 - Should you transfer to another Part 2 cohort, your originally assigned consultation dates will remain the same. Should your change in schedule indicate that your consultation dates need to be adjusted, please reach out to your consultant directly to explore a plan for moving forward.

I am having technical difficulties. Can I get a refund?

- o Technical difficulties are not eligible for a refund. The tech requirements are sent out when you first register: high-speed, reliable internet connection, preferably a laptop or desktop, a quiet space and a backup hotspot if possible. It is also noted not to attend via a phone and that attending via tablet is not advised.
- o Should an emergency arise (loss of power, internet, etc.), please see the question below.



An emergency came up and I have to miss training. What happens now?

- o I will miss **lecture**, what do I do?
 - If the emergency will only impact the lecture portion of your training, it can be made up with a future cohort. We will work with you to identify an upcoming training date that you can sit in on and make up the portion of lecture you have missed.
- o I will miss **practicum**, what do I do?
 - Practicum is more challenging to make up, however, it can be done but at an additional cost to the trainee. Practicum can be made up 1:1 with a faculty member. The cost for making up missed practicum hours with a faculty member is \$120/hour.

What if my trainer has to cancel?

- o If your training has to be canceled for any reason, you will receive a full refund and will be notified at least 1 week prior.
- o If a training is canceled with less than 1 weeks' notice due to emergency or illness, a full refund will be issued as well as a discount code for a future training.