

# Theraplay Training Terms and Conditions

The Theraplay® Institute complies with the American Psychological Association's Ethical Principles of Psychologists. In all aspects of our continuing education program, we strive to maintain an awareness of and sensitivity to individual differences among people including differences of age, gender, sexual orientation, socioeconomic, ethnic and religious background, psychological vulnerability, and physical handicap.

## International Registration:

Costs and arrangements for trainings held outside the U.S./Canada differ by country. As a result, we cannot offer online registration at this time. For more information, please contact us at [info@theraplay.org](mailto:info@theraplay.org).

## The following applies to our US/Canadian trainings run through The Theraplay Institute:

### **Description of Rates** (*All quoted fees are in USD*):

The available rates for each training are included with the course descriptions.

**Member:** Full standard rate less discount for being or becoming a member of The Theraplay Association. Please note that membership benefits include training discounts as well as a discount in our media store.

**Non-member:** Full standard rate for individuals who have not elected to join The Theraplay Association

**Combining Discounts:** Additionally, participants can combine the rates identified above with the “early bird discount” when applicable, but cannot be combined with any other discount, membership discount or special offer unless specified.

**Professional Discount:** A professional discount is available for Level One Theraplay and MIM training on a limited basis for those who work in a qualifying work setting. These settings include: a community mental health agency (state-funded Medicaid clients), professionals who focus on working with underserved populations, and/or work predominantly with foster/adopt populations in an agency setting. Please note, once approved, you will be required to submit a non-refundable deposit to reserve your registration. **This discount may not be combined with any other offers or discounts.**

**Student:** A student discount is available on a limited basis for full-time students. Please note, once approved you will need to provide current proof of student status.

**Barter program (Evanston only):**

An opportunity to offset Level One registration fees by providing onsite setup and cleanup each day. Participants are expected to arrive an hour early and stay an hour after each training day to assist. Non-local residents can reduce their registration fee by 50%. No other discounts are applicable. Local residents willing to volunteer an additional 12 hours of administrative work prior to the training may be able to attend the training at no cost.

**Training Fee Includes:**

Each registration fee includes all training materials, refreshments and CEs. If you have previously purchased required training materials, a credit may be available.

**Training Ratios:**

Theraplay training focuses on developing and enhancing skills related to the treatment model. As a result, space at any training will be limited to ensure a training ratio that benefits all participants. We encourage registering for training as soon as possible.

**Payment:**

A non-refundable deposit is required at time of registration. Balance must be paid within 21 days of the training to secure registration. Accounts that remain unpaid within 10 days of the start of the training will result in a forfeiture of your registration. Payment can be made online, by phone with a credit card, or by mail with a check (in USD). Please note that your registration is not secured until your check or payment is received by our office.

**Refunds and Cancellations:**

Refunds minus the nonrefundable deposit will be granted for cancellations made at least 21 days prior to the training. No refund will be granted for cancellation made less than 21 days prior. Requests to transfer to other trainings will be honored for up to one year from date of cancellation and will be subject to rates applicable at the time of the transfer. The transfer option does not apply for no-shows.

We reserve the right to cancel any training course for any reason at least 30 calendar days in advance of the scheduled course date. Notice will be provided with the option to reschedule for a future course date or to receive a full refund of registration fees. If a training is cancelled in under 30 days due to any unforeseen circumstances such as weather or natural disaster, registrants are entitled to reschedule for a future training course.

The Theraplay Institute is not responsible for any expenses incurred by registrants if a training course is canceled.

- To be considered an active attendee a person must submit a deposit of:
  - \$500 for Level One
  - \$300 for Level Two (will need to review after the new program is developed)
  - Full payment for:
    - Level Two modules

- Group Day
  - Sunshine Circles
  - MIM Skills
  - Parent Workshops
- Any special discounts or payment arrangements must be approved by accounting and/or pro manager
- All payments are due 21 days before the training start date
    - Accounting will notify the customer two weeks before the 21-day mark of pending balance
    - Anyone who does not pay by the 21-day mark will be removed by from the training and a formal email from the registrar will be sent explaining the situation
  - Walk-ins
    - Anyone who shows up to training without prior registration and is allowed to stay (trainer's approval) will need to make full payment before the end of the day
    - It is the trainer's responsibility to follow up with the TTI office to ensure payment has been completed. No special discount will be allowed.
    - No CEs or letters of completion will be sent to the attendee until full payment is received and confirmed by the accounting department
    - Payment must be made through TTI. Trainers are not authorized to accept cash or check in person
  - Cancellations
    - Before the 21-day mark:
      - a refund is allowed minus the deposit and book fee (full refunds will need to be approved by executive director)
        - For trainings with no deposits the fee is:
          - DDP \$200
          - MIM Skills \$200
          - Group \$50
          - Sunshine \$50
      - The full amount can be placed on hold for up a year (minus the book fee)
      - The full amount can also be transferred to a new training within the year
    - After the 21-day mark
      - No refunds
      - The full amount can be placed on hold for up a year (minus the book fee)
      - The full amount can also be transferred to a new training within the year
      - Special requests for refunds will need to be approved by the accounting manager and/or executive director
  - No shows
    - No refunds (all funds are lost to attendee)
    - No credit for training

- Transfers- We only allow 4 transfers per person. Once they've reached the maximum limit they are required to take the training in the last location they requested or funds are forfeited.
  - If a transfer is requested two weeks before the start of the training a \$200 fee will be applied

### **Webinars:**

Once purchased, customers can take full advantage of the benefits from our educational materials. As such, our webinars are nonrefundable, and all sales are final.

### **Theraplay Association Membership:**

Your \$75 membership entitles you to a \$50 discount on any training with the exception of the "What is Theraplay? An Overview Seminar for Professionals." Other benefits include a Theraplay tote bag, 10% discount on merchandise and subscription to The Theraplay Institute newsletter. You may join with your registration to take advantage of the discount. Should you choose to join at a later time, discounts will be applied to subsequent purchases.

Agency memberships are also available.

### **Book Shipment:**

If you have registered for a training that includes a book, it will be sent to you the same as any other order. If you have selected expedited shipping during your registration you will be charged an additional fee of \$10.00 for domestic addresses and \$20.00 for international addresses.

For Canadian trainings, books will be shipped directly to the training sponsor for pick up on the first day, unless expedited shipping is included in the registration fee.

### **Completion Letters:**

Completion letters will be issued at no additional charge to each participant who successfully completes the course. Attendance for the full training, as evidenced by the signing in and out each day and completing a course evaluation is required in order to receive a completion letter. Letters may be distributed in three ways a paper letter passed out at the conclusion of the training; a PDF letter generated online after completing an evaluation and emailed to you; or a pdf letter emailed to you from the Theraplay Institute. ***Please note that if the online evaluation is being utilized, you will need to complete the evaluation within 2 weeks of receiving the email link to receive your CE letter/certificate of completion for this training at no charge. After that time a service fee will be applied to all CE letter/certificate requests.***

### **Privacy Policy and Information Sharing:**

At The Theraplay Institute your privacy and confidentiality is important to us. We understand information is sensitive by the nature of our work. We will never share your information with outside organizations. When you sign up for training, we may send a "get acquainted" email prior to the course, presenting an opportunity to share about yourself and your work. You may also receive a contact list from your peers upon conclusion of the course. If for any reason you wish to have your email withheld from any communication please contact us

at [info@theraplay.org](mailto:info@theraplay.org) to make arrangements. For more information view our [Privacy Policy](#). Our privacy policy adheres to the Privacy Shield Principles.

**Special Needs:**

Please inform us at the time of registration of any special dietary or physical needs that require our attention. The Theraplay Institute respects any physical disability requiring special attention. Whenever possible we will arrange seating or make whatever other provisions we are able to.

**Travel Information:**

Travel information is available for each U.S. training on the [master schedule](#). We have listed nearby hotels for each training, but please note we do not officially recommend them from personal knowledge.

For trainings at our Evanston headquarters, we offer a Theraplay group rate at nearby local hotels. Contact us for more information.

Please contact us at [info@theraplay.org](mailto:info@theraplay.org) for more information.

**Complaints:**

Please feel free to discuss with members of the TTI staff any questions, complaints, or other comments regarding teaching method, content, organization, physical facilities, etc. We will do all we can to respond to your suggestions in this and/or future programs. Complaints may be made anonymously in our suggestion box, in your evaluation after the training, or by contacting our Trainer Manager, Janet Koestring, [janet@theraplay.org](mailto:janet@theraplay.org) or 847-256-7334 X 104.