

## Training Terms and Conditions

The Theraplay® Institute, March 10, 2022

*The Theraplay® Institute (TTI) 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 Registrations

The cost and registration process for training programs held outside the US vary by country. We do not offer online registration for these programs. Please visit the link indicated in the program description or email us at [info@theraplay.org](mailto:info@theraplay.org) for more information.

## US Training Programs Administered by TTI

### Description of Rates

Rates for each training are included in the course descriptions. All fees are in USD.

- **Member Rates**  
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 joined The Theraplay Association
- **Non-profit professionals**  
A professional discount is available for the Level One Theraplay and MIM and Theraplay Modules 1-6 training programs on a limited basis for those who work in a qualifying not-for-profit work setting. These settings may 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. **This discount may not be combined with any other offers or discounts.**
- **Students**  
A student discount is available for the Level One Theraplay and MIM and Theraplay Modules 1-6 training programs on a limited basis for full-time students. Students must submit proof of current student status in order to be eligible. **This discount may not be combined with any other offers or discounts.**

### Training Fees Include

Registration fees include training materials and refreshments. CEs may be added for an additional fee.

### 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 programs as soon as possible.

## Refunds and Cancellations

Refunds 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 training programs 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. Transfers are not available for no-shows.

We reserve the right to cancel any training course, virtual or live, for any reason. Notice will be provided with the option to reschedule for a future course date if available or to receive a full refund of registration fees if TTI cancels a training program. TTI is not responsible for any expenses (including travel) incurred by registrants if a training program is canceled or you are otherwise unable to attend. In light of the current global situation, it is highly recommended that you purchase insurance to cover your travel expenses should your plans change.

## Walk-ins

Anyone who shows up to training without prior registration and who is allowed to stay with the trainer's approval will need to make full payment for their registration 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 discounts will be allowed. Payment must be made through TTI. Trainers are not authorized to accept cash or checks in person. No CEs or letters of completion will be sent to the attendee until full payment is received and confirmed by the accounting department.

## Cancellations

Please refer to our training registration cancellation and transfer policies [here](#).

## 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

Members are entitled to a \$100 discount on Level One Theraplay & MIM and Level Two Theraplay & MIM registrations and a 20% discount on domestic Theraplay Training Modules. Other benefits include discounts on special programs, a Theraplay tote bag, and a 10% discount on merchandise. You may join at the time of registration to take advantage of the discount. Member discounts will otherwise not be applied retroactively.

## Book Shipments

If you have purchased a book required for a training it will be shipped via standard TTI methods. For expedited shipping please contact us at [info@theraplay.org](mailto:info@theraplay.org). We will do our best to accommodate your needs - please note additional shipping charges may apply.

## Completion Letters

Those receiving CE letters will need to complete an online evaluation at the conclusion of the training. Upon completing the evaluation, participants will be directed to download their CE letter. As of January 1, 2020 we contract with R. Cassidy to provide CE letters, and it may take longer to receive the letter. Participants may contact [registrar@theraplay.org](mailto:registrar@theraplay.org) at any time to check on the status of their letter or certificate. Attendance at the entire training is required and

must be verified by signing in/out each day and completing a course evaluation in order to receive a CE letter or certificate of completion. Certificates of completion will be issued at no additional charge to each participant who successfully completes a program.

## **Privacy Policy and Information Sharing**

At TTI, 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). For more information view our [Privacy Policy](#).

## **Special Needs**

Please inform us at the time of registration of any special dietary or physical needs that require our attention. TTI respects any physical disability requiring special attention. Whenever possible we will arrange seating or provide any necessary special accommodations.

## **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 our best to respond to your suggestions regarding this and/or future programs. Complaints may be made anonymously to the general inquiry email at [info@theraplay.org](mailto:info@theraplay.org), via your evaluation after the training, or by contacting our Training Manager, John Castro, at [john@theraplay.org](mailto:john@theraplay.org) or 847-256-7334x125.