

[The Theraplay® Institute Training Terms and Conditions](#) (last update October 9, 2024)

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:

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 each program description or email us at info@theraplay.org for more information.

The following applies to US training programs administered by The Theraplay Institute:

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

The rates for each training type are included within the course descriptions.

Member: Full standard rate, less discount, for Theraplay Association members. 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.

Training Fee Includes:

Each registration fee includes all training materials and refreshments. CEs may be added for an additional fee.

Registration for a Level One Theraplay & MIM training (or the Foundational Training Package) includes a copy of *Theraplay: The Practitioner's Guide*, a set of MIM Cards, and a Theraplay Activities Flipbook.

Registration for Group Theraplay includes a Group Theraplay Activities Flipbook.

Registration for Module 3 of the Theraplay Module Series includes a copy of *Theraplay: The Practitioner's Guide* and a set of MIM cards.

Registration for Module 6 of the Theraplay Module Series includes a Theraplay Activities Flipbook.

Any role play materials required will be provided by the training's host.

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. The transfer option does not apply 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.

The Theraplay Institute is not responsible for any expenses (including travel) incurred by registrants if a training program is canceled or you are otherwise unable to attend. It is highly recommended that you purchase refundable reservations and/or 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 training day one.

It is the trainer's responsibility to follow up with the TTI office to ensure payment has been completed. No discounts 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 checks in person.

Cancellations

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

Recorded Programs:

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 \$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 welcome gift, and a 15% discount on merchandise.-You must join prior to completing your registration to take advantage of the discount. Should you choose to join at a later time, discounts will be applied to subsequent purchases.

Book Shipment:

If you have registered for a training that includes a book, it will be sent to the mailing address you provide. If you require expedited shipping please contact us at info@theraplay.org. We will do our best to accommodate your needs - please note that there may be an additional shipping charge applied.

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 February 2023 we contract with AffinityCE to provide CE letters, and it may take longer to receive the letter. Participants may contact emma@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 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 to the registered participant group 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. For more information view our [Privacy Policy](#).

Special Needs:

Please contact emma@theraplay.org 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 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 all we can 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, in your evaluation after the training, or by contacting our Training Manager, John Castro, at john@theraplay.org or **224-253-4756**.