

## Refunds, Cancellations, & Conditions

### POLICIES

- \$150 of the total tuition is non-refundable in the event that a learner requests to cancel their enrollment, plus a \$75 processing fee (outlined below)
- If you register prior to verifying that you meet the EMDRIA requirements to join the training, the above fee of \$150 will apply in order to cancel your registration. Want to know if you qualify? [Click here to verify](#) and if you are still unsure, email us at [emdr-training@envisionservices.ca](mailto:emdr-training@envisionservices.ca).
- If you fail to provide the required documents for us to be able to confirm your eligibility to the training by the cancellation deadline, you will not be able to receive a refund in the event that you do not qualify.
- By registering and making a payment, you acknowledge that you met the professional requirements as set forth by EMDRIA
- If choosing a payment option, any declined payments must be settled within 3 business days or it is deemed as forfeiture of registration.
- Learners must be present for all live days in order to receive sign off on completion.
- Certificates are given once the attendee has completed all of the requirements for the basic EMDR training, including the 10 hours of consultations and the final evaluations. Participants must complete the entire training to receive certificates. No partial certificates are awarded.
- If you will be unable to practice EMDR with clients, you will be unable to complete the consultation portion of the training and may want to wait until you have clients in which you can practice EMDR with. An example of this might include a school Social Worker that does not have access to clients during summer break. Email [info@envisionservices.ca](mailto:info@envisionservices.ca) if you have concerns prior to registering.
- Completion of the bonus sessions (with guest speakers and the on-demand courses) are not required in order to receive the basic EMDR certificate.
- No refunds will be issued once the training begins.
- If you require specific accommodation, please make your request 30 days prior to the 1st session.

### REFUND POLICY

- **Refunds on purchased tickets are available until 30 days before the first day of training.** There are no refunds after this date.
- There is a \$75 processing fee\* for all refunds and the deposit is non-refundable. \*Prices subject to change.
- **Transfers:** If you wish to transfer to a different group, you may do so without a fee up until 30 days before the first day of your purchased training. If it is less than 30 days before your purchased training begins, transfer to a different group will be subject to a \$500 transfer fee.

- Refunds and Basic EMDR training certificates are not available to participants who miss portions of training i.e. - Missing days.
- **This training may be cancelled or postponed 30 days prior to its date due to under-enrollment or other circumstances. The training shall be cancelled or postponed if unforeseen circumstances, such as presenter illness and/or a natural disaster (a flood, earthquake, tsunami, wildfire, or other major incidents) arises. Participants will be refunded 100%**
- Envision Workshops Inc. reserves the right to cancel the EMDR basic training at any time. Should this happen, learners will receive a full refund.
- In the event that the trainer must cancel in less than 1 week due to illness or unforeseen emergency circumstances, a full refund will be issued, or a credit for a later course.