

Cancellation Policy for EMDR and Progressive Counting Courses

This policy only applies to those programs for which Annie Monaco, LCSWR is responsible for participant registration (that means that you can register via this web site).

If Annie Monaco cancels a course, participants will be offered a full refund, or may choose to apply their registration fee to another scheduled course.

If the participant cancels at least 15 days before the first course meeting, Annie Monaco will provide a full refund less a \$50 processing fee* and less the fee of the book and the binder that were mailed out to the participant.

If the participant cancels less than 15 days before the first course meeting, Annie Monaco will provide a full refund less a \$50 processing fee*, as long as the participant's slot in the course is filled. There will be no refund of the registration fee if the slot is not filled.

Substitutions may be made (i.e., the participant may send another otherwise eligible participant in his/her place) for a \$50 processing fee.

No refund if the participant no-shows or cancels/withdraws on or after the day of the first course meeting.

Special Circumstances: Participants who cancel due to medical emergencies, disability, or other special circumstances may explain these circumstances in writing (e-mail is ok) and request special consideration. In such circumstances TI & CTI may, at its sole discretion, offer special arrangements.

Also, the cost of any materials already sent to the participant will be an additional charge; a text book plus binder/handout will usually cost about \$75. The participant has the option of returning any unused/undamaged materials, at their own cost, to avoid this charge. Electronic books cannot be returned if they have already been accessed.