**Cancellation Policy for EMDR and Progressive Counting Courses**

 ***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 20 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 20 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 Show or Cancels once training has started:** No refund if the participant no-shows or cancels/withdraws on or after the day of the first course meeting.

**Changing Classes**: If a participant requests to be moved to a different training, this can only be done if there is room in the course, and if the participants slot can be filled, otherwise it will be treated like a cancellation.

**Cost of Book/Binder:** 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.

**Time to completion:** Normally, you’ll complete your EMDR training with your group, as scheduled. However, if you should miss one or more days, you’ll have a year from the first class session to make it up (9 months for online trainings). Up to an additional year may be allowed in exceptional circumstances, and with the approval of Annie Monaco or co-trainers.

***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 Annie Monaco may, at its sole discretion, offer special arrangements.

**Grievance Policy:** If you have a grievance against the instructors, please send an email to Trauma Institute at info@ticti.org.