



Training Cancellation & Refund Policy

All training events have these policies in common:

- **No refunds will be given for any course in which a certificate has already been issued.**
- All trainings are subject to sufficient registration.
- If a live event is cancelled due to insufficient registration, weather related emergencies or extreme technological difficulties, all paid registrants will be given the choice to either attend a rescheduled event at no additional charge or be issued a full refund.
- Should Jennifer Taylor Play Therapy Services need to cancel or reschedule training, all efforts will be made to contact registrants via the email that was provided during the event registration.
- No partial CE credit is available. Attendees must be present for live events for the entire duration or complete an entire online course (with quiz) to obtain any credit.
- Live events may be recorded for future non-contact training opportunities. Attendees will be given prior notice of any recording; however, participation in the event implies consent to the recording and consent for any educational or commercial use without compensation.
- Play therapy credit will be awarded to mental health professionals only per the guidelines stated in the course description. It is the responsibility of all participants to obtain appropriate supervision and/or consultation when learning new therapeutic techniques and to operate within their scope of practice and professional regulations.
- Continuing education credits for state or professional licensing boards are specifically indicated on the training announcement. Contact your state board or professional organization for guidance.
- Jennifer Taylor Play Therapy Services is responsible for the administration of the training only. Any other costs for participation are the responsibility of the registrant.
- Quiz answers and participant information are stored for audit purposes for a period of five years.

For all pre-recorded, distance learning or asynchronous training:

This includes online courses or recordings from live events where the attendee does not have the opportunity to ask questions in real time.

- Courses have a 30-day, no questions asked full refund policy. However, no refunds will be given for any course in which a certificate has already been issued.
- Course fees are advertised prior to purchasing the course but may vary based on coupon offers, promotions or other discounts available. Course fees will not be changed or refunded after purchase due to the availability of a course promotion or offer available at a later time.
- Online courses utilize a course database that requires a course registration login (user name and password). Course materials can only be accessed through the course registration link and are available immediately upon registration of the course.
- Upon registration, the course administrator can track document downloads and course activity. Upon course completion, participants are required to complete an exam (70% needed to pass) before being issued a certificate for the course.
- There are no course refunds issued due to a participant's failure to complete the course.
- Participants will be notified via their registration email of any changes to course access and be provided with at least 30 days notice of any planned course removal.

For LIVE online training:

This includes any virtual events where the presenter and the attendee have the opportunity to ask questions in real time.

- Cancellations received at least 7 days before a scheduled live training will be refunded 100%.
- Cancellations less than 7 days before a scheduled live training will receive no refund or credit.
- Participant must meet requirements as stated in the course description regarding participation (having camera on, remaining visible, completing any course assignments, evaluation and quiz).
- For any live, in-person events, retreats, or conferences, the refund policy is stated on the registration materials and may vary from event to event.

Participants with questions about the cancellation or refund policy or any course related grievance should contact Jennifer Taylor at info@jentaylorplaytherapy.com or support@jentaylorplaytherapy.com