

CANCELLATIONS, REFUNDS, FEES, REGISTRATION PREREQUISITES, PARTICIPANT INFO, & ACCOMODATIONS:

PREREQUISITES: The prerequisite for all trainings is a **Master's or Doctoral degree in counseling or related field**. Students or interns currently enrolled in a Master's or Doctoral program may also participate. An **EAGALA-Certified Equine Specialist** may request to participate in a training. No horse experience is required.

PARTICIPANTS:

- For the safety and quality of all participants, each training is limited to **no more than 14 participants**.
- All participants will be required to complete an Equine Liability Waiver upon sign-in the morning of your training.
- Trainings proceed "rain or shine" and take place outdoors for the full training day. Covered areas, seating and bathrooms will be available at all trainings.
- Dress appropriately for the weather including hats, sunglasses, shorts/jeans or jackets as needed. However, **please ensure you wear CLOSED-TOE SHOES**
- While snacks and water are provided, lunch break will be "on your own."

FEES: Trainings are **\$195** for a total of 6 CE hours. "Early Bird Specials" or additional discounts may be available.

- **Registration fees are refundable, minus a \$50.00 administrative fee**, if cancellation notice is received **no later than 30 days prior** to the training date.
- **No refund will be issued if** cancellation is received **less than 30 days prior** to the training. Case by case accommodations can be made – please email us to discuss.
- **Registrants may fully transfer their enrollment** to another qualified person, but must notify Gotham Ranch Counseling Services in writing **a minimum of 1 week prior to the training date**.

- **If a training is cancelled due to low enrollment (fewer than 3 participants registered at 1 week prior to the training date), OR a training is cancelled due to instructor illness or emergency**, registered participants will have the option of:
 1. Applying their registration fee to another training date listed.
 2. Receiving a full refund of their registration fee.
- **All refunds require a minimum 2-week processing time.**

NBCC-Approved CEs: Training Certificates for CE hours verification will be sent **to the email provided at registration no later than 1 week** following completion of the training. **You must be present for the full training** (both before and after lunch, as documented by your signature on the sign in/out form at the training), in order to receive your certificate. All participants will also be required to complete a training evaluation form. **No partial CEs will be awarded.**

REQUESTING ACCOMMODATIONS FOR DISABILITY:

- Please contact us in advance if you are in need of any accommodation(s) for a disability, or have concerns about your ability to participate. We will do our best to ensure we can appropriately meet your accommodation requirements!
- Please note: **CERTIFIED SERVICE DOGS per ADA requirements are welcome.** Please let us know in advance if you will be bringing your CERTIFIED SERVICE DOG, as this may impact our selection of equine teammates for safety.
We are unable to accommodate “ESA” or Emotional Support Animals, due to safety issues associated with interaction with other animals.

COMPLAINTS/DISPUTES POLICY:

For any complaints, concerns or disputes, you must contact us **no later than 2 weeks after your training date** to discuss. We will do our best to appropriately address any concerns you may have, and we will respond a minimum of 48 hours after receiving notification of your concerns. **Please complete the below form in full detail, if you need to alert us to any complaints or concerns you may have.**

NAME, EMAIL, PHONE NUMBER, TRAINING DATE, DETAILED DESCRIPTION in BOX.