

CSP Workshop Policies at-a-glance

Effective 1 July 2014

1. Workshop Fee

Each workshop shall have a flat Workshop Fee of \$1000.

2. Materials Fee (Participant Kits)

A minimum number of materials must be ordered for each workshop. Materials are non-returnable and non-refundable once shipped. There are no “bulk orders”.

3. Change Fee

If an Organizer requests any changes to Participant Kits (Workshop Materials) after the initial invoice has been issued or after materials have been shipped, a change fee of \$100 will be applied along with the cost of the additional materials.

4. Change and Cancellation Fee

Please note: Requests to change or cancel a workshop booking must be submitted to CSP **in writing** by fax, email or hard copy.

- 100% of the Workshop fee and the Trainers' fee are non-refundable if the workshop is rescheduled or cancelled within 10 or fewer business days prior to the workshop date. Once shipped, Participant Kits (Workshop Materials) are non-refundable.
- 50% of the Workshop fee and Trainers' fees will be credited if the workshop is rescheduled or cancelled within 11 - 20 business days prior to the workshop date. Once shipped, Participant Kits (Workshop Materials) are non-refundable.
- All fees less a \$100 change fee will be refunded for a workshop cancellation or rescheduling 21 or more business days prior to the workshop date.

Non-refundable Trainer expenses will be charged to the Organizer for any workshop that has been cancelled or rescheduled.

Timeline	Policy	Notes
21 business days or more before workshop date	-All fees refunded less a \$100 change fee/cancellation fee -Organizer is responsible for non-refundable Trainer expenses	-Request to change or cancel must be made in writing to CSP (fax, email or hard copy)
11-20 business days before workshop date	-50% of fees will be credited to a new workshop booking -Participant kits are non-refundable -Organizer is responsible for non-refundable Trainer expenses	-Request to change or cancel must be made in writing to CSP (fax, email or hard copy)
10 or fewer business days before workshop date	-All fees are forfeited -Participant kits are non-refundable -Organizer is responsible for non-refundable Trainer expenses	-Request to change or cancel must be made in writing to CSP (fax, email or hard copy)

5. Cancellation by CSP

If CSP must cancel a workshop within 5 or fewer business days of the Workshop date, CSP will refund Workshop and Trainers' fees and will reimburse the Organizer for pre-paid non-refundable workshop costs to a maximum of \$500. If the workshop cannot be re-scheduled, Participant Kits in 'new condition' may be returned and refunded.

If CSP cancels a workshop for failure of the Organizer to comply with the Organizer Agreement (signed or otherwise), the Organizer will be responsible for 100% of fees and costs.

6. Certificates

CSP attendance certificates for participants will be issued according to workshop date listed in association with the Workshop Fee.

Certificates will not be issued until all fees and charges to the Organizer are paid in full or an authorized PO number received.

Each certificate replacement due to loss or Organizer error are subject to a \$10 reprint fee.

7. Minimum and Maximum number of participants per workshop

Workshop	Minimum	Maximum
ASIST	15	30
Tune-up	5	20
safeTALK	10	30
Straight Talk	5	30
Tattered Teddies	5	30
Little Cub	5	20

Posted 30 April 2014