

TORONTO HOSTELS TRAINING CENTRE

Policies and Guidelines

The Toronto Hostels Training Centre does not tolerate racism, prejudice or any form of discrimination. We are committed to equality in employment and service delivery. We will work towards confronting and eliminating discriminatory or racist incidents and behaviour at the individual, organizational and societal level.*

REGISTRATION

To register for a workshop, a **Registration Form must be received with payment** by mail or in person. If the Training Centre does not receive a registration form with payment then you: may not be permitted to attend the workshop upon your arrival; will not receive notice if the workshop is either full or cancelled. As workshops fill quickly, the Centre recommends calling or emailing to inquire the status of the workshop of interest in advance of registration. Workshop updates are also posted monthly on the Training Centre website at www.thtcentre.com.

As confirmation, your registration form will be sent to you by fax. There will be no further reminders.

NO SHOWS / CANCELLATIONS

The Toronto Hostels Training Centre requires **seven business days, written cancellation notice** prior to the workshop date. Failure to do so will result in a charge to the relevant agency or participant of the full cost of the workshop. The Training Centre will not be held financially responsible for cancellations not received within the seven day cancellation period. **It is the responsibility of the prospective agency and/or individual to ensure that the cancellation has been received by the Toronto Hostels Training Centre. Note: If the registrant cannot attend, an alternate may be sent in his/her place.** Tel: (416) 469-0007 Fax: (416) 469-5313 or E-Mail: inquiries@thtcentre.com to cancel or to register an alternate.

WORKSHOP ATTENDANCE

Although you may be registered to attend a workshop – you must sign the Training Centre Workshop Attendance Form. This is the only record the Training Centre has to verify your attendance.

Please be prompt for your workshop as instructors will start on time. Lateness will result in not receiving a certificate and/or being refused admittance. Please be considerate and put all cell phones and pagers on vibration before entering the workshop. Take all calls outside the facilitation room. For your convenience, there is a phone located in the reception area.

PAYMENT

Payment must be received at registration. Please make cheques payable to the Toronto Hostels Training Centre. Indicate the participant's name, workshop title and date with payment. Should you need to cancel, payment will be credited to a future workshop of your choice, provided your cancellation is received within the seven business days cancellation period (see No Shows/Cancellations section).

TRAINING CALENDARS

In order to cover printing, mailing and administration costs the training calendars are \$5.50 if mailed and \$2.00 if picked up from the Toronto Hostels Training Centre. Workshop listings are also available on our web site at www.thtcentre.com

PROGRAM CHANGES

The Toronto Hostels Training Centre reserves the right to change the workshops, dates, fees and regulations at any time, and to cancel particular workshops if under-enrolled. If workshops are cancelled, the Training Centre will be responsible for crediting the workshop fees only.*

WORKSHOP LOCATION AND PARKING

All workshops are held at the Training Centre 661 Yonge Street, Suite 200, unless otherwise notified. Green P parking is available in the neighbourhood surrounding the Training Centre. For your convenience we recommend taking public transit.

TTC DIRECTIONS: Subway to Yonge/Bloore Station. Exit Yonge/Bloore Station and walk approximately two blocks South. The Training Centre is located South of Charles Street on the East side of Yonge Street, 2nd Floor, Suite 200. Please see the THTC Website for further directions.

** For further information refer to the Toronto Hostels Training Centre Policies and Guidelines and/or the Toronto Hostels Training Centre Anti-Racism and Anti-Oppression Policies.*