EFT Québec
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www.eftqc.com

Policies

In order to prepare properly for the event you have just registered to, we ask that you read the information contained in the attached document, which can also be accessed at any time on our website using the following link: www.eftqc.com/policies

Please note that our policies are subject to change based on a variety of factors, including our contractual obligations with trainers. ***As such, we reserve the right to revise these policies at any time and to make such revisions effective immediately upon posting.*** *We encourage you to consult this page regularly to keep abreast of our most recent version.*

Registration deadline: Please note that you have up to one (1) week before the date of an event to register. After this time, it will no longer be possible to register in order to allow us to complete the administrative details. Thank you for your understanding.

Cancellation and refund policy:

All cancellations are subject to a **6% administrative fee**, which will be deducted from the refund or credit issued.

Cancellation requests must be submitted at least **14 days before an online training** and **one month before an in-person training**, given the additional costs associated with in-person events. No refunds will be issued for cancellation requests received after these deadlines.

Due to credit card payment processing restrictions, refunds to the original payment card can only be issued within **90 days of registration**. After this period:

- **Canadian residents:** Refunds will be issued via Interac e-Transfer.
- **Residents outside Canada:** A credit will be issued toward a future training.

Registration refund amounts are based on fixed costs, contractual obligations, and administrative time. When you enroll, it is with the understanding that you will attend and that you agree to this cancellation policy. All cancellation and refund requests must be requested in writing via email to eftquebec@gmail.com.

In the event that the minimum number of registrations required to hold a training is not met, we reserve the right to cancel or postpone the event. In this case, a full refund will be issued.

Equity rate: Equity rate is designed to encourage participation from students and members of underrepresented communities in order to make our events more accessible and inclusive. We are committed to offering an equity rate on our more expensive events such as trainings. If you identify as being a member from an underrepresented community and would like to benefit

from the discounted rate, please select the appropriate option on the registration form or contact us with any questions.

Please note that there is no equity rate for our Lunch & Learn events as the price for this workshop is determined based on accessibility. We offer a limited number of free passes to the Video & Popcorn series each year. Contact us for more details.

Confidentiality

When you participate in a clinical event organized by EFT Quebec (e.g., Video & Popcorn, Lunch & Learn, Externship, Core skills, Masterclass, or EFIT training), we ask that you commit to taking the necessary actions to respect and protect the confidentiality of the clients featured in the video clips. Furthermore, if you think you recognize the names or characteristics of the couples in question, we ask that you leave the event and send an email to the organizers to notify them.

For activities that take place online specifically, we ask that you commit to not recording any part of the training in any format (i.e. audio, video or visual). We also ask that you ensure that no one else can see your screen or hear the training. In addition, if there is a live session, we ask that you wear headphones or earbuds and ensure that you are alone during the viewing. **In the event that you do not respect this commitment, you will be expelled from the event (as well as the other events in the series for a series of events) without refund or partial compensation.**

Participation Commitment

By registering for our events, you agree to attend the training module in its entirety and to keep your camera on most of the time so that your participation can be monitored, unless otherwise agreed with the trainer or facilitator. **If you fail to attend a minimum of 90% of the course, no certificate of attendance will be issued.** Therefore, if you plan to be absent from the course for a significant period of time, it is your responsibility to inform the organizers. Trainers reserve the right to adjust lunch and break times without notice. Please ensure that you are available from start to finish on each training day.

Risks

Some of our trainings include role plays. Although participants are not required to use their own experiences in embodying fictional characters, the role plays are experiential and can trigger participants' own emotional bagage. By participating in our trainings, participants understand that the material may generate vulnerable emotions and they agree to hold harmless EFT Quebec and all presenters, trainers, role play helpers, and administrators from any and all claims, actions and judgments, including any and all costs of defense and attorney's fees that may be incurred in such defense.

Preparing to our events

Guidelines for our online events on the Zoom platform

Please read the following information carefully to ensure an optimal experience:

Please keep in mind that we have a responsibility to maintain the content confidential first and foremost, out of respect for the clients who have agreed to allow our trainer to share their video but who have not provided an authorization for commercial use of the recording. Thus, as stated in our policies, any failure to protect confidentiality—as well as in the event where we have reasonable doubt that confidentiality is compromised—will result in the expulsion from the event without refund. If applicable, we will attempt to contact you via the Zoom messaging option or email you to clarify the situation before removing you from the event.

1. If you are not comfortable with Zoom, please access it early so that we have time to assist you before the event begins.

2. When logging in to Zoom, it is imperative that you use your full name as used during registration. **If we are unable to identify you, we will not accept you into the room**.

3. Plan to keep your video camera on and your microphone muted throughout the event. This helps us all stay focused!

4. Settle down in a private and quiet area. Remember that you have **agreed to keep all client information shared during the online event strictly confidential**, and that you have also **agreed not to record any part of the training in any format (audio, video, visual)**.

5. It is generally recommended to use headphones for sound quality as well as to maintain confidentiality, especially when viewing video clips.

6. Keep the Zoom messaging option **accessible** and **visible**. This is our way of communicating with you during a live event and forwarding specific instructions.

7. If you are experiencing technical difficulties during an online event, contact one of the organizers for support.

On behalf of the entire EFT Quebec leadership team, we thank you for your encouragement and interest in our activities! We look forward to welcoming you to one of our events soon!

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