

Larisa A. Traga, LCSW, MAC, CCDS

Empower TCT, LLC

[www.EmpowerTCT.com](http://www.EmpowerTCT.com)

EmpowerTCT@gmail.com

### **Cancellation and Refunds**

Cancellation Policy for Scheduled Trainings:

- Minimum Attendance Requirement: Empower TCT reserves the right to cancel any training 10 days prior to the first day of the scheduled training if it does not meet its minimum attendance requirement of 10 participants.
- Unforeseen Events: Empower TCT reserves the right to cancel any training up to 24 hours before the first day of the scheduled training if something occurs beyond Empower TCT's control, i.e., weather, national disaster, sudden illness, or death of a relation to the scheduled trainer.
- Refund: In the event Empower TCT cancels a training, participants will receive a refund of their registration fee as a credit to their credit card minus any fees upto 6% charged by Signup Genius.

Participant Cancellation Policy:

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| <ul style="list-style-type: none"><li>• Participants may cancel their registration up to 72 hours prior to the first day of the scheduled training.</li></ul>  |
| <ul style="list-style-type: none"><li>• Cancellations shall be requested in writing directed to Larisa Traga, Founder at EmpowerTCT@gmail.com.</li><li>• Participants will receive a refund of their registration fee, which may be subject to a cancellation fee.</li></ul> |

### **ADA : Complaints and Grievances**

Empower TCT Courses are held in facilities that are in accordance with the American Disabilities Act. Please contact EmpowerTCT@gmail.com to request special accommodations for disability (ADA).

<p>During a training event, the trainer responsible for conducting the training has Empower TCT's authority to address any concerns that arise during the actual training. Every effort will be made to address the concerns during the training to include changing practice partners, addressing staff issues, etc.</p>
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<p>If the trainer is unable to address the participant's concerns, the complaints and grievances shall be presented in writing to Larisa Traga, LCSW, Founder, Empower TCT.</p>
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<p>Empower TCT's approach in resolving grievances is always from the perspective of what is in the best interest of the participant.</p>
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All complaints and grievances are reviewed within 5 working days. Formal grievances are required to be written and emailed to [EmpowerTCT@gmail.com](mailto:EmpowerTCT@gmail.com) and will be responded to within 10 business days.