

Program Policies and Procedures

If you have any questions or concerns regarding the following policies and procedures, please get in touch with Emery Mikel at emery.mikel@creativelyhealing.com or (703) 402-4515.

Program Fees

Program fees are calculated on a program by program basis. Some of the factors taken into account include, but are not limited to, the length of the program, materials/supplies, fees associated with space/room, upkeep of online components, etc.

All fees must be paid in full within 24 hours of receiving an invoice in order to confirm participant registration, unless otherwise noted. Special circumstances in terms of cost/payment will be evaluated on a case by case basis.

Refunds/Cancellations

Please contact Water & Stone in writing with as much notice as possible for cancellations. You will get a confirmation that your email has been read and any further instruction or details about receiving your refund, pursuant to the stipulations below. Participants should also call as a secondary form of notification or if concerned an email did not go through. It is the participant's responsibility to make every reasonable effort to reach Water & Stone.

Single Session Programs

- 100% refund > 1 week
- 40% refund 1 week - 48 hours
- 0% refund < 48 hours, participants are responsible for all program fees.

Multi-Session Programs

- 100% refund > 2 weeks
- 40% refund 2 weeks - 48 hours
- 0% refund < 48 hours, participants are responsible for all program fees.

Especially in longer, multi-session programs it can be disruptive if someone leaves mid program. Please be in touch with the program leader if you have to leave the program part way through with as much notice as possible, in order to allow for closure amongst all participants.

We understand that occasionally unexpected situations arise at the last minute and participants will need to cancel without much notice or after a program has started. If this happens please contact Emery Mikel to discuss the situation and if the balance of any costs/fees can be transferred to another workshop.

Review and Resolution of Complaints and Disputes

Participants should first bring any complaints or disputes to the attention of the program leader. If this is inappropriate, participants should contact Emery Mikel at emery.mikel@creativelyhealing.com or 703-402-4515 to discuss or report an incident. All reports are taken seriously and Emery will actively seek an appropriate resolution. An incident form is available and all reports are kept on record in the appropriate program or personnel file.

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Complaints, disputes, or grievances that directly or indirectly relate to the NBCC CE Provider Policy will be reported to the NBCC within 60 days of Water & Stone's knowledge of the complaint. In accordance with Section D13 of the policy, all related written materials and communication will be included in the report.

Attendance Verification and Certificate Distribution

Participants must sign in at the beginning and end of each program session to receive credit for attending. After filling out any and all evaluations connected to the program each participant will receive a certificate of completion.

Records

All records and materials related to each program are kept for a period of 5 years following the program. Any and all confidential information within the program materials or pertaining to the participants will be kept in a manner compliant with HIPAA guidelines.

Confidentiality

Confidentiality is expected during programs as a way to protect participants who choose to discuss personal information that relates to the program topics as well as to protect the confidential material presenters may include in their program. Please feel free to discuss your own experiences and thoughts with those outside of the program, but respect other participants who may not wish you to share their info or stories.

No personal photography is permitted during programs unless it is of the participant's personal artwork or creations.

I have read and understand policies and procedures outlined in this document. Further, I understand and will abide by the confidentiality statement. I agree to adhere to these guidelines/statements during any and all of the programs by Water & Stone that I attend and have had all of my questions answered prior to signing this form.

Signature

Date

Participant Name (Printed)

Printed Name of Person Signing (if other than participant)

Relationship