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## TRAINING COURSE POLICIES:

### Cancellation, Substitution, and Refund Policy

- For participant cancellations or substitutions please notify us in writing at [catherine@mariposacounselingcenter.com](mailto:catherine@mariposacounselingcenter.com) or via fax at 575-205-8004.
- Notification of cancellation up to seven days prior to training will result in a full refund.
- Notification of cancellation within seven days prior to training will result in the choice between a) a 50% refund or b) 75% of the fee applied to other trainings offered within one year of cancellation date.
- Participant substitution is available if notified 48 hours prior to the beginning of training.
- Refunds may take up to 15 business days to process.
- No refunds will be provided if a participant does not show up for training and has not provided notification of cancellation or substitution prior to the start of the training.
- In the unlikely event that we have to cancel a training course, a full refund will be provided and our liability is limited to the cost of tuition.

### Satisfaction and Grievance Policy

- We aim to provide a high-quality training experience, one that is rewarding for all participants both professionally and personally.
- We welcome feedback in the interest of maintaining and continually improving our program of excellence.
- All grievances (during or after the training) need to be submitted in writing to [catherine@mariposacounselingcenter.com](mailto:catherine@mariposacounselingcenter.com) or fax at 575-205-8004.
- If you are not satisfied with the training experience by the end of the first training day, please let the instructor know before the second day of training.
  - We will work with the participant to resolve the grievance or reach an accord with regard to movement forward.
  - If participant is still not satisfied, then a 75% refund will be provided
- Any grievances submitted after the first day of training will be addressed with the participant to resolve the grievance and/or establish an equitable solution.

### Participants with Disabilities Policy

- We make every effort possible to accommodate individuals with disabilities.
- Please contact us in advance of the training at [catherine@mariposacounselingcenter.com](mailto:catherine@mariposacounselingcenter.com) or call 575-205-8004 and we will work with you towards making the appropriate accommodations.