



**ETT**  
emotional  
triggers  
treatment

Catherine Warnock, MA, LPCC, NCC  
3850 Foothills Rd, Unit 1, Las Cruces, NM 88011  
catherine@mariposacounselingcenter.com  
575-201-3334  
www.mariposacounselingcenter.com

Emotional Triggers Treatment (ETT) Basic Training Course  
Standard 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.

COVID Policies

- We will be in close quarters with other students in the class; face masks are optional.
- We will take precautions to help keep everyone (you, me, other students, and our families) safer from exposure, sickness and possible death. We ask that all students do the same.
- If you have a fever or other COVID symptoms, or have been exposed to COVID, I will have to require you to leave the training immediately. You will be given the option between a) a 50% refund or b) 75% of the fee applied to other trainings offered within one year.

Liability Release

By signing this document, you agree to release Mariposa Counseling Center of any liability in the event that you and/or anyone living with you contract(s) COVID19 as a result of you attending this training.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date