



## Payment Guidance for Organizations

CHR is excited to provide mental health training directly to community organizations to increase their mental health awareness and build skills in responding to potential crisis situations. To ensure a streamlined, efficient process, CHR sets forth the following guidelines regarding payment and course creation for organizations requesting private mental health training:

1. Deposit Required:
  - a. A deposit of 50% of the total course fee is required to schedule and hold your training date.
  - b. This deposit must be paid at the time of booking to secure your course date.
  - c. The deposit is non-refundable but may be transferred to a separate course date if the organization requests to change the course date or does not have enough participants eligible to participate the day of the scheduled training (please see Cancellation and Refund Policy)
2. Payment of Balance:
  - a. The remaining 50% of the course fee is due upon completion of the course. Your Trainer will provide you a course invoice with the final amount.
  - b. In the event participants are added or removed from the course after the deposit has been paid, the remaining balance will be adjusted to reflect the new total.
  - c. Payment must be made in full before trainers will release certificates for participants.
3. Payment Methods:
  - a. Payment may be made via a secure payment link for credit cards or bank transfers. Your CHR Trainer can provide this link to you.
  - b. Payment by check should be made out to **Community Health Resources**. Please indicate the course and date in the memo (ex: MHFA 9/16/024, QPR 5/12/2024) Checks can be given to your Trainer the day of the course (for in-person courses) or mailed to:  
**Community Health Resources**  
**C/O Erica Tirado**  
**2 Waterside Crossing Suite 401**  
**Windsor, CT 06095**  
Trainers will not release certificates until a mailed check is received.
4. Cancellation and Refunds
  - a. The 50% deposit is non-refundable. If the organization needs to reschedule the course, the deposit can be applied to a future course if rescheduled at least 10 business days before the original course date.
  - b. Cancellations made less than 14 days prior to the course date will forfeit the deposit.

- c. In the event that CHR must cancel the course, the organization may opt to apply the deposit to a future course date or receive a full refund.
  - d. Please refer to the Cancellation and Refund Policy for further guidance.
- 5. Contact Information:
  - a. For any questions regarding the payment policy, or to discuss alternative arrangements please contact Lisa Hardcastle at [lharcastle@chrhealth.org](mailto:lharcastle@chrhealth.org).