

FAQ

I'd like to come to a Phase 1 session but I can't attend both days

You must commit to the entire training. If you already registered, please tell us, we'll rebook you for a later date!

I'm registered but I can't attend anymore

No worries, send us an email at rei@clevelandnp.org, we can get you a refund or reschedule your ticket!

Can I get a discount if I buy several tickets?

Yes. If you buy 10 tickets or more you will get a 15% discount. Please contact rei@clevelandnp.org to get a group invoice.

I would like to register for a training session but my organization won't pay for it and I can't afford it, are there Scholarships available?

Scholarships are available, please send an email to rei@clevelandnp.org to learn more.

I would like to organize a private session for my organization, how much would it cost?

Please follow this [link](#) to learn more about private sessions and pricing.

I can't find my ticket, what should I do?

You don't need to print your ticket, we'll have your name on a list!

If you want to take a look at the dates, please check that you received a confirmation email from Eventbrite (including in your Spam) or go to CNP's [website](#).

I put my name on your waitlist, what does that mean exactly?

- 1) You are now part of this specific event's waitlist system. If a sufficient number of attendees cancel their participation you will receive an email from Eventbrite to register. You will have 48h to register, otherwise these tickets will go to the next person on the waiting list.
- 2) You are also part of our "aggregate" waiting list, that includes the names from each event-specific waitlist. We use this waiting list to send priority registration links as soon as new sessions are added. **Priority Registration will be done on a first-come first-served basis**, which means that even if you've been on the waiting list since June, you will have to be faster than people who joined the waitlist in September if you want to get a ticket!

I was part of a waiting list but I found a way to register for another session, could you stop sending me priority registration links?

Sure, please send us an [email](#) to let us know!

I want to receive your newsletter!

Thanks for your interest, please use this [link](#) to sign up!

What does it mean to attend as an observer?

After going through the training you may feel like you need more time to process the information, which is why you are welcome to attend at no cost as many times as you want as an observer! For phase 1, being an observer means that you won't take part in the group activities, but you can listen to the training and observe how others interact!

I've already attended a training, where do I register as an observer?

Attending as an observer is free once you've attended a training, please register using the discount we sent you after you first attended a training.

The training details on CNP's calendar are different from the ones I see on Eventbrite, who should I trust?

Eventbrite pages are updated more frequently than CNP's website, but feel free to send us an email to let us know that we forgot to update our website!

What's the agenda of the Groundwater / Phase 1 training?

Phase 1 (example of Phase I session)

1st Day

8:30am – 9am registration and breakfast

9:00am – Training begins

12:00 – 1:00pm – Lunch

2:00pm – 3:00pm – Break-out groups

3:00pm – 5:00pm Training

2nd Day

8:30am – 9am registration and breakfast

9:00am – Training begins

10:30am - Documentary

12:00 – 1:00pm Lunch

1:00pm -4:00pm - Training

4:00pm -5:00pm - Check out

Groundwater (example of a morning 4-hour session)

8:30am-9am: Registration and snacks

9am-11am: Powerpoint Presentation / Dialogue

11am-11:15am:Break

11:15am-12:00am: Powerpoint Presentation/Dialogue

12:00am-1:00pm: Questions, answers, discussion