



2025 CHBA Adaptiv Home Renovation Course Policies

Course Cancellation

CHBA reserves the right to cancel a course due to insufficient enrollment. Such decision will be made at least 14 days before the scheduled course date and will be communicated with participants via email. CHBA will make every effort to avoid cancellations. In case of a cancellation, you will receive a refund for the course fee minus \$100 (for the cost of the manual plus shipping).

Final Evaluation

Note that time is provided on the last day of the offering to complete the final evaluation during class time. However, all course work (including pre-course work) must be completed before doing so, otherwise you will have 45 days following to course offering to complete all coursework and the evaluation.

Certificate of Completion

Participants must receive at least 70% on the final evaluation to be able to access their certificate of completion.

Recognition

In order to be recognized as a CHBA Qualified Adaptiv Home Specialist*, participants must:

- register and attend (in full) CHBA's Adaptiv Home Renovation Course,
- complete all course work (including any pre-course readings), and
- receive at least 70% on the final evaluation.

Upon successful completion of the final evaluation, participants will be given access to:

- their certificate of completion,
- the CHBA Adaptiv Home logo (trademark pending), and
- any associated promotional materials.

CHBA Qualified Adaptiv Home Specialists* who are also CHBA members (or employees of a CHBA member company) will receive the following public recognition:

- Company name will appear as Adaptiv Home Qualified on the CHBA Member Listing
- Individual's name, company and contact information will appear on CHBA's Qualified Adaptiv Home Specialist directory.

*The designation of CHBA Qualified Adaptiv Home Specialist is tied to the individual who takes the



course. If the individual moves to a non-member company, they will no longer be listed on CHBA's Qualified Adaptiv Home Specialists directory, but the individual may continue using the CHBA Adaptiv Home logo. Should the company itself wish to remain as Adaptiv Home Qualified on the CHBA Member Listing, they will need to have an employee successfully complete the course as soon as possible.

Copyright

You will receive a hard copy course manual, which is copyrighted and property of CHBA. No part of any course material may be reproduced or transmitted in any form or by any means without CHBA's prior written consent.

Refund Policy

If you can no longer attend the course, you must advise CHBA as soon as possible. We encourage you to consider transferring your registration to another date where applicable.

A partial refund will be issued based on when the request is received. If the request is received:

- 14 days or more before the start of the course, a refund minus \$100 (for the cost of the manual plus shipping) will be issued.
- Between 1 to 14 days before the start of the course, a 50% refund will be issued.
- 24 hour or less before the start of the course, no refunds will be issued, and registrants will forfeit all course fees.

Substitution

If you are unable to attend the course and would like to send another individual in your place, you must advise CHBA. All requests must be received no later than 7 days prior to the start of a course date. It is your responsibility to transfer the manual to the new registrant. Requests for substitution will only be accepted via email to adaptivhome@chba.ca.

Discounts

- **Team Training:** A discount of 15% is available for 3 or more people from the same organization signing up for the same course dates. Please contact adaptivhome@chba.ca to get a discount code to apply at registration.
- **CAPS Certified:** A discount of 25% is available if you have completed the CAPS certification course offered by NAHB. Proof of CAPS certification is required. Please contact adaptivhome@chba.ca to get a discount code to apply at registration.

Notes:

CHBA reserves the right to add an annual renewal and periodic webinars/training in the future to maintain this recognition.