

Arboriculture Canada – COVID-19 Announcement

Updated: March 20, 2020

Our top priority is the safety and health of our clients, ACTE Instructors, Site hosts and everyone involved in our training programs.

We are sending this email to provide you with an update about Arboriculture Canada Training spring programs coming up in April, May and June and our response to the COVID-19 situation.

In this ever changing world wide situation, we have not lost hope for some of the spring open enrollment programs to run as scheduled. We are monitoring the situation closely and will be making a decision on each course separately. Here is how we are currently handling registrations for courses.

Currently registered and paid attendees for Spring 2020 courses:

All registrants will be contacted a minimum of 2 weeks before the scheduled course with an update on the status of the course. If courses are postponed, registrants will automatically be moved into the new dates selected. In the case there is a scheduling conflict preventing you from attending the new date, you will be able to cancel your registration at that time and receive a full refund. If a program is cancelled with no make-up date, funds will issued back in full.

If you wish to register for a Spring 2020 Course (April, May, June)

For the time being, online registrations for spring courses are disabled. To register in a course, please contact the office (403.556.1701 or raphi@arborcanada.com). We will either email you a registration form for you to fill out and send back to us or we will assist in filling out a registration form over the phone. We will request payment methods to be filled out, however, payment will not be processed until the decision to run the course has been made, and you will be contacted before payment is taken for authorization. Once it has been decided the course will run, payment will be processed according to the information provided upon registration. In the event of a cancellation, no payment will be processed and no penalty fee will be incurred.

Contract, Private Courses

We are communicating directly with all contract clients and working to reschedule any cancelled programs. If you are questioning the status of a scheduled contract course, please talk to your employer, or contact Raphi at raphi@arborcanada.com

Arboriculture Canada Office Hours and Support

In an effort to provide opportunities for social distancing, quarantine if necessary and also to minimize operational costs for ACTE, our office will not always have staff on-site in the coming days. Both Nancy (nancy@arborcanada.com) and Raphi (raphi@arborcanada.com) will be working either from the office or from home. However, Pauline Berild and Lisa Kennedy are taking a 'pause' in their work with Arboriculture Canada and will return to our office as soon as business returns to normal. Emails to Pauline and Lisa will automatically be forwarded to Raphi.

If you call the office, you may be directed to a phone message. We will be checking messages regularly and returning phone calls.

We would like to thank you for your patience as things are changing every day.

Please do not hesitate to contact the office with any questions you may have. We will be happy to help. 1-877-268-8733 or raphi@arborcanada.com /