



HOST HANDBOOK

**A Detailed Guide for Hosting a
Turn Left Adventures Education Training**

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Choosing A Program

TLA offers certified training through Wilderness Medical Associates International (WMA). We provide flexible delivery options tailored to your team's needs.

Training Types

Urban Layperson

Basic first aid and CPR/AED for the general public.

Professional Rescuer

Advanced medical training for EMS staff.

Wilderness Medicine

Emergency care in remote areas.

Program Delivery

Classroom

In-person lectures, activities, and tests.

Hybrid

Online learning with in-person skills sessions.

Participant Options

Annual Training

All participants attend annually.

Certification Training

Only those needing certification attend.

Host Paperwork and Important Deadlines

Once TLA approves your course request, you will receive an email with your course contract. This process includes key steps and deadlines essential for a successful course.

Host Paperwork

Course contracts are required for the following:

- All trainings that require instructors to travel more than 1 hour from home
- All trainings offered to the general public
- Wilderness medicine courses

The course contract outlines responsibilities for both TLA and the host. We will:

- Provide a draft contract for your review
- Finalize the contract after addressing any questions
- Send the contract for electronic signature

Important Deadlines

Within 2 Weeks of Training Approval

- **Signed Contract:** E-sign the contract to reserve course dates. If we do not receive the signed contract or communication within two weeks, we will assume you are not moving forward.

Within 2 Weeks of Contract Signing

- **Deposit Payment:** Refer to the [Financial Obligations & Cancellation Policy](#) section.
- **Certificate of Insurance (COI):** Email to turnleftadventures@gmail.com.
- **Training Details for Students:** Email course details to TLA, including:
 - Enrollment information (tuition, enrollment option, waiver forms) — see [Enrollment Policies & Services](#) section.
 - Venue details — see [Course Venue Requirements](#) section.

Marketing Recommendations: Early promotion is key to successful enrollment. We recommend:

- Following TLA on social media ([Facebook](#), [Instagram](#), [LinkedIn](#))
- Sending photos or videos for a Client Spotlight article
- Running weekly social media campaigns
- Sending monthly email campaigns
- Posting flyers

8 Weeks Before Training

- **Enrollment Report:** Maintain your course roster. Update weekly. TLA will monitor enrollment.
- **Learning Management System Registration:** TLA will enroll students and email course information, including online coursework and paperwork.
- **Instructor Travel Details:** Refer to the [Instructor Support Requirements](#) section.

4 Weeks Before Training

- **Contact & Shipping Information:** Confirm your shipping and contact details with TLA.
- **Cancellation:** Last day to cancel for a full refund (minus merchant fees). Refer to the [*Financial Obligations & Cancellation Policy*](#) section.

3 Weeks Before Training

Refer to the [*Instructor Support Requirements*](#) section:

- **Instructor Meals:** TLA will provide dietary restriction information if you provide meals.
- **Instructor Lodging:** Submit lodging details to TLA if applicable.

2 Weeks Before Training

- **Training Materials:** Receive shipments of course equipment and materials from TLA (if applicable). Refer to the [*Pre-Course Host Responsibilities*](#) section.

Day Before Training

- **Welcome Instructors:**
 - Meet instructors upon arrival
 - Introduce them to the on-course host
 - Provide orientation to the classroom, site, lodging, and meals (if applicable)
- **Classroom Setup:** Allow time for instructors to prepare the classroom.

Post Training

- **Host Feedback:** Complete the TLA Host Evaluation Form sent by TLA via email.
- **Final Invoice:** TLA will send an invoice. Payment is due within 30 days.

Financial Obligations and Cancellation Policy

Training Deposit

A deposit is required for the following unless specified otherwise:

- All trainings that require instructors to travel more than 1 hour from home
- Wilderness medicine courses

Deposit Amount:

- \$750 for trainings up to three days long
- \$1,500 for trainings longer than three days

The deposit is due within two weeks of signing the contract unless otherwise specified. TLA will invoice you when the contract is signed.

Student Fee

You will be charged a per-student fee for each participant enrolled in your training. This fee does not include instructor expenses (travel, meals, lodging). A minimum fee equivalent to 10 students will apply. Maximum enrollment limits vary by training. Training student fees can be found in the [Host Portal](#).

Instructor Expenses

You are responsible for instructor travel, lodging, and meal costs not covered directly by you.

Instructor expenses may include:

- Airfare, mileage reimbursement, rental car
- Lodging
- Meals

Refer to the [Instructor Support Requirements](#) section for details.

Course Venue

You are responsible for all reservations and fees for your selected training venue. Refer to the [Training Venue Requirements](#) section for details.

Cancellation Policy

- Full deposit refund (minus any costs) if canceled over one month before the training
- No deposit refund if canceled less than one month before

Final Invoice

You will receive a final invoice after the course. Payment is due within 30 days of receipt.

Training Venue Requirements

General Information

Training typically begins at 8:00 AM, unless otherwise arranged. Daily end times and lunch breaks vary by course. TLA will work to accommodate meal schedules, including dining hall times. The venue should provide secure storage for training equipment and materials.

Indoor Classroom Requirements

The classroom must be:

- Indoor and climate-controlled

- Free of distractions (no foot traffic or excessive noise)
- Large enough for demonstrations (clear, usable space of 30' x 40' or larger)

Recommended Classroom Capacity:

- 700–900 sq ft: Up to 21 students
- 900–1,200 sq ft: 22–26 students
- 1,200 sq ft or larger: 27–30 students

We recognize that classroom capacity is influenced by more than square footage. Room layout, obstructions (e.g., posts), furniture, ventilation, and adjacent indoor/outdoor spaces all impact usability.

Recommendations to maximize classroom space:

- Reserve large, well-ventilated spaces with removable furniture.
- Secure additional breakout spaces or covered outdoor areas.
- Remove unnecessary furniture.
- Designate a gear/supply storage area.
- Arrange the space flexibly:
 - Combination of tables and chairs
 - Chairs only (students bring clipboards or lap desks)
 - Low-profile camp chairs (students bring their own)
- Provide portable whiteboards or flipcharts for outdoor instruction.
- Equip the classroom with:
 - One large, mounted whiteboard (4' x 8') and/or multiple portable whiteboards (3' x 4') with stands
 - Enough chairs for all students
 - Moveable tables for flexible room setup
 - Projector (recommended for non-hybrid courses, but not required must notify TLA if no projector is available)
 - Access to bathrooms, hand-washing facilities, and potable water

Outdoor Classroom Space

The course venue must include:

- A natural outdoor area close to the classroom, minimizing travel time
- Any land permit details provided to instructors (trailheads, permits, land authority contacts)

Outdoor safety is a priority. Hosts should conduct a walkthrough of outdoor spaces to identify and mitigate safety risks for instructors and students.

Instructor Support Requirements

This section outlines TLA's expectations and your responsibilities as the course sponsor regarding instructor travel, lodging, and meals. Instructor-related expenses will be included in your final invoice unless otherwise arranged. Sponsors are expected to secure and pay for instructor lodging in advance unless an alternative agreement is made.

Instructor Travel

TLA will coordinate instructor travel and strive to provide the most qualified instructional team at the most economical cost to you.

You may choose to assist with travel by:

- Using airline miles to cover airfare
- Providing airport pick-up and drop-off
- Providing ground transportation between lodging and the course venue

Instructor Housing

Lodging is required if the instructor travels more than one hour from home. Lodging must be provided from the night before the course starts through the night after the course ends. If on-site lodging is not available, TLA will arrange accommodations.

Lodging must offer:

- Safety and comfort
- Space for course preparation and instructor meetings
- Privacy and rest

Acceptable lodging options:

- Guest houses or cabins
- Condos
- Hotel rooms
- Private rooms in youth hostels
- Private suites in dormitories
- Faculty housing

Unacceptable lodging options:

- Rooms in private homes
- Beds in shared dormitories
- Non-private youth hostel dorms

Instructors require private rooms for all courses.

Meals

If instructors travel more than one hour and adequate meals are not provided, a per diem fee (GSA rate) will apply. If you choose to provide meals, please accommodate dietary restrictions.

Training Staffing

TLA begins staffing training 3 to 6 months before the training start date.

If you would like to request specific instructors, please include this request when submitting your course request.

Enrollment Policies and Services

Turn Left Adventures offers flexible enrollment options to meet your needs. If your training is limited to internal participants (within your organization), you will manage registration directly. If you would like to open enrollment to the general public, TLA will manage public registration through our e-commerce system at no additional cost. The following outlines your responsibilities and recommended practices for each option.

Student Enrollment

As the host, you are responsible for recruiting students for your course. While there is no required minimum enrollment, you will be billed for a minimum of 10 students. Maximum enrollment varies by training.

If you are enrolling students within your organization, we recommend collecting a non-refundable deposit from students to confirm their commitment.

Regardless of whether your training is public or private, your enrollment and pre-course support responsibilities remain the same. As a host, you are expected to:

- Respond to inquiries accurately and promptly
- Maintain an up-to-date roster
- Adhere to your maximum enrollment

Training Registration Options

Host Registration (Internal Students Only)

If you are enrolling participants from within your organization, you will manage registration and payments directly. We recommend setting tuition deposit policies to secure student commitment (see deposit guidelines below).

TLA Registration (Public Trainings)

If you would like to open enrollment to the general public (individuals outside your organization), TLA will manage all registration through our e-commerce system at no additional cost.

- You determine how many public spots are available
- TLA handles registration, payment collection, and communication with public students

This service ensures smooth, consistent registration and communication for students unaffiliated with your organization.

Recommended Deposits & Refunds (Internal Students)

Recommended Deposit Guidelines

- \$75 for trainings costing \$100–\$350
- \$150 for trainings over \$350
- Remaining balance due 14 days before the trainings start date

Recommended Refund Policy

- 28+ days before training: Full refund minus cost of shipped materials and a \$25 admin fee (for courses over \$200)
- 21–27 days: 75% refund
- 14–20 days: 50% refund
- 7–13 days: 25% refund
- <7 days: No refund

Students who cancel may transfer to a future training instead of receiving a refund. However, if they cancel the new training later, they are not eligible for a refund.

Learning Management System (LMS) Access

TLA uses an online LMS to deliver training materials, manage paperwork, and support online coursework. Instructions for LMS access will be sent directly to registered students.

Pre-Training Host Responsibilities

Detailed deadlines for these responsibilities are listed in the [Host Paperwork & Important Deadlines](#) section.

Paperwork

- Sign the Training Contract to reserve course dates.
- Provide Certificate of Insurance (COI) if requested:
 - Liability insurance coverage of \$1 million per incident is required.

Financial

- Pay the training deposit invoice by the deadline.

Instructors

- Submit instructor travel details and lodging information to TLA.
- Welcome instructors upon arrival:
 - Meet them at the training venue.
 - Orient them to the classroom and lodging.
 - Introduce them to key contacts and provide phone numbers.

Student Details

- Finalize student tuition fee.
- Complete and submit the Logistical Information Document to the [Host Portal](#).
- Report enrollment weekly to TLA to support training promotion.
- Communicate any student accommodations needed.

Venue Details

- Finalize training venue, including contracts and payment.
- Coordinate with venue management to ensure instructor and student access (7:00 AM – 7:00 PM, unless otherwise specified).
- Arrange a way-finding signage or a greeter to assist students in finding the classroom.
 - Instructors cannot serve as greeters.
- Ensure the classroom is clean and prepared, with whiteboards, chairs, and tables.

Training Equipment & Materials

- TLA will provide all teaching resources.
- Confirm shipping and contact information with TLA.
- Assist with receiving training materials:

- Materials will arrive approximately two weeks before the training.
- Deliver materials to the classroom before the training starts.
- Assist with returning equipment after the training:
 - TLA covers return shipping costs, except for Hawai'i and Alaska.
 - For trainings in Hawai'i and Alaska, shipping costs will be added to your final invoice.

Training Promotion

Promotion is essential to maximize enrollment. Recommended strategies:

Flyers

Request a customized flyer from TLA and post it in local gyms, gear shops, coffee shops, and community boards.

Press Releases

Send press releases to local newspapers, radio, and TV stations at least eight weeks before the training. Follow up to ensure publication.

Online Listings

TLA will list your course on its [website](#). Wilderness medicine courses will also be listed on the [WMA website](#).

We recommend you:

- List the training on your website.
- Include TLA and licensing organization logos.
- Link to the TLA website for additional information.
- Send your organization's logo to TLA for inclusion in marketing materials.

Email Announcements

Send regular email updates to your contacts:

- At contract signing
- 6 months out
- 3 months out
- 2 months out

Consistent communication is key. One announcement is not enough.

Invite Other Groups

Reach out to local organizations that may be interested:

- Search & Rescue teams
- Fire/EMS agencies

- Outdoor guides and educators
- Camps and university programs

Social Media

Promote your training on social media. Tag TLA so we can help share your posts.

During the training, post photos and updates to generate interest in future offerings.

During Training Host Responsibilities

First Day of Training

- Greet students and direct them to the classroom.
- Trainings begin at 8:00 AM unless otherwise arranged.

On-Site Host

An on-site host or liaison from your organization is essential to the success of the training. This person will:

- Serve as the primary representative of the sponsoring organization.
- Be prepared to assist with training logistics.
- Have authority to:
 - Communicate with facility staff (e.g., unlock doors)
 - Provide office-based support (phone, email, printing)
 - Access TLA equipment, training materials, and AV equipment
 - Contact the primary host if needed

Facility Rules & Student Support

You are responsible for:

- Communicating and enforcing facility rules and regulations.
- Addressing any facility issues that may arise.
- Providing primary support for student accommodation requests, in coordination with TLA.

Post-Training Host Responsibilities

Training Equipment & Materials

Follow TLA's instructions for the return shipment of course equipment and materials.

Invoicing

You will receive a final invoice within 3 weeks after your training, sent to the accounts payable contact you provided.

Payment is due within 30 days of receiving the invoice.

If TLA collected student tuition on your behalf:

- You may receive a refund of collected tuition minus training expenses and merchant fees.
- You will receive an email within 3 weeks after the training with instructions to review and approve the invoice and payment amount.
- Once approved, a refund check will be issued and mailed during the next disbursement cycle.

For questions or concerns regarding your invoice, please contact TLA.

Feedback

Your feedback helps us improve.

After the training, please complete the Host Feedback Form located in the [Host Portal](#).

If needed, we will follow up with you to discuss ways to improve future trainings.

FAQs

How many instructors will teach the training?

Most trainings follow a **15:1 student-to-instructor ratio**, with a maximum enrollment of **30 students**. Some trainings have a smaller student-to-instructor ratio. Hybrid courses are limited to **24 students**.

What is the minimum age to enroll in a course?

Minimum age varies by training type. Please contact TLA for details.

How long is the certification valid?

Certification duration varies by training type, typically lasting **2–3 years**.

What if a student misses part of the training?

Students must attend **all classroom sessions** to earn certification. Limited absences due to family or medical emergencies may be accommodated upon review. Please contact TLA to discuss specific situations.

How much equipment will be shipped to the host?

- For locations within **400 miles** of TLA headquarters, **no equipment will be shipped**.
 - For locations beyond this range, the number of boxes depends on the class size.
-

When will students receive their certification?

Students will receive their certification within **one week** of the training end date.

Can I manage all student registration myself?

Yes. If your training is limited to **internal participants** (within your organization), you are responsible for managing student registration, collecting tuition (if applicable), and maintaining the training roster.

What if I want to open my training to the general public?

If you would like to allow individuals outside your organization to enroll, TLA will manage **public registration** through our e-commerce system at no additional cost.

How do I open my training to the public?

When booking your training, let TLA know you want to offer public enrollment.

You will need to:

- Set the public tuition fee
- Specify the number of spots available to the public

TLA will handle registration, payment collection, and communication for all public students.

Can a training be partly internal and partly public?

Yes. Many hosts reserve a set number of spots for their own team and open a limited number of additional spots to the public. You control how many spots are made public.

Is there a fee for TLA to manage public enrollment?

No. TLA manages public registration as a **complimentary service**. Your final invoice will reflect a **per-student credit** (tuition minus merchant processing fees).

Do I still need to maintain a roster if TLA is managing public enrollment?

Yes. You are responsible for maintaining your **internal roster**. TLA will provide public enrollment information separately, and we will coordinate final rosters before the training begins.

Can I collect tuition from my internal students?

Yes. If doing so, TLA recommends collecting at least a **non-refundable deposit** from internal students. Recommended deposit and refund guidelines are included in the [Enrollment Policies & Services](#) section.

What is the minimum number of students required?

There is no minimum enrollment required; however, you will be billed for a minimum equivalent of **10 students**.

What is the deadline to cancel a training without a financial penalty?

You may cancel up to **30 days before** the training starts for a full deposit refund, minus any costs already incurred.

How can I ensure my training fills?

Early and consistent promotion is key. We recommend starting promotion at least **6 months in advance** using:

- Flyers
 - Social media
 - Email campaigns
 - Community outreach
-

Will TLA help with training promotion?

Yes. TLA will post your training on its website and social media platforms. We also recommend you promote locally and send your organization's logo for inclusion in TLA marketing materials.

Can students transfer to a future training if they cancel?

Yes, students may transfer to a future TLA training date instead of receiving a refund. However, if they later cancel the new training, they are **not eligible for a refund**.

What if students have special needs or accommodation requests?

Hosts are responsible for coordinating accommodations in collaboration with TLA. Please notify TLA as early as possible.