



## Guidelines for Waiving a Required CMTO Fee

One of the legislated requirements for maintaining registration with the CMTO is that registrants must pay any fees related to their status as an RMT registered with the College of Massage Therapists of Ontario. Fees include but are not limited to late fees, NSF cheque fees, administrative fees, etc.<sup>1</sup> It is an expectation that registrants meet the fee deadlines set by the CMTO. If a registrant does not meet those deadlines, additional fees may be charged.

Where extenuating circumstances prevent a registrant from being able to fulfill their obligation to meet a fee deadline or pay a required fee, the College may consider waiving a fee on a case-by-case basis. Requests to have a fee waived must be made in writing with documentation supporting the grounds for the request.

As noted above, the expectation is that all registrants will pay any required fee in full as part of their obligation as a regulated health professional. A fee will be waived only when a registrant is able to demonstrate that they are experiencing extraordinary extenuating circumstances.

### What is an extenuating circumstance?

An extenuating circumstance is an event or situation that is outside the control of the registrant and is severe enough to account for a registrant's inability to meet the fee deadline(s) or pay the required fee. Extenuating circumstances could include, but are not limited to, situations where a registrant experiences a sudden and/or unavoidable impact to their lives or financial situation, such as:

- Unexpected layoff from their employment
- Long term illness that has made it impossible for them to work
- Unexpected medical bills
- Death or serious illness of a family member where the registrant is the primary caregiver
- Other ongoing, serious situations that affect the registrant's ability to meet a deadline

Such circumstances would rarely occur and are unpreventable and unforeseeable.

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<sup>1</sup> Please note: This policy does not apply to registration renewal fees. Where extenuating circumstances prevent a registrant from being able to pay the required renewal fee in full by the renewal deadline, the College may consider granting a payment plan on a case-by-case basis. More information is available in the [Payment Plan Guidelines for General Certificate Renewal Fee](#).

**Fees that a registrant may request to have waived:**

Registration Services Fees	
Reinstatement Fee	<b>\$300.00</b>
Renewal Late Fee	<b>\$100.00</b>

**Submitting a request to have a fee waived:**

- Requests must be made in writing using the attached Fee Waiver Request Form
- Extenuating circumstances must be documented and indicate how/why the circumstance has led to an inability to meet the fee deadline(s) or pay the required fee(s)
- The registrant must submit documentation related to the reason they are requesting to have a fee waived
- The registrant must submit the full outstanding fee(s) to demonstrate their intent to pay if their request is denied (if there is more than one fee involved they should be submitted as separate payments)
- If approved, the approval is only for the specific fee(s) identified in the request for a waiver; if assistance is required in a subsequent year, a new request must be made

Registrants who wish to request that a fee be waived must complete the attached Fee Waiver Request Form and include an explanation of the extenuating circumstances and attach supporting documentation in support of the request. These documents can be submitted to the attention of the CMTO Department that imposed the fee.

For Registration Services fees, please contact Registration Services by email at [registrationservices@cmto.com](mailto:registrationservices@cmto.com) .

**Please return this form to the College by using any one of the three methods below**

**By mail:**

College of Massage Therapists of Ontario  
Attn: Registration Services  
1867 Yonge Street, Suite 810  
Toronto, ON M4S 1Y5

**By fax:**

416-489-2625

**By email:**

[registrationservices@cmto.com](mailto:registrationservices@cmto.com)



College of  
Massage  
Therapists of  
Ontario

## College of Massage Therapists of Ontario

1867 Yonge Street, Suite 810, Toronto, ON M4S 1Y5 | [www.cmto.com](http://www.cmto.com) | [cmto@cmto.com](mailto:cmto@cmto.com)

Phone 416.489.2626 | Toll-free (Ontario) 800.465.1933

### Fee Waiver Request Form

Please carefully review the [Guidelines for Waiving a Required CMTO Fee](#) before making your request.

Please include supporting documentation when submitting this form.

#### Personal Information

First Name Last Name Middle Initial

Preferred Salutation (e.g., Mr. Ms. Mrs. Miss) Registration Number

#### Home Contact Information

Street Address City/Town Province Postal Code

Home Phone # Cell Phone # Email Address

#### Fees

Please select the required CMTO fees you are requesting to have waived.

Registration Services Fees	
<input type="checkbox"/> Reinstatement Fee	<b>\$300.00</b>
<input type="checkbox"/> Renewal Late Fee	<b>\$100.00</b>

Summary of the extenuating circumstances you feel justify waiving a required CMTO fee (you may attach your explanation in a separate document)

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Type of Supporting Documentation Included	Notes

**Accuracy of Information**

I hereby certify that all statements I have made in all parts of this form are true and complete (Please note that submitting a document to CMTO that you know contains false or misleading information may result in disciplinary action by the College).

Yes  No

Signature: \_\_\_\_\_

Date: \_\_\_\_\_