

## DalvesTherapeuticounselling Cancellation Policy - Short Courses and Workshops

This cancellation policy sets out the terms and conditions relating to bookings for short courses and workshops offered on a commercial basis by DalvesTherapeuticounselling, including receiving payments, course cancellations and refunds.

### **1. Definitions**

Organisation – DalvesTherapeuticounselling or Dafiny Alves

Delegate – A person attending the course

**Will and Should:** Within this document **will** is used when Dalvestherapeuticounselling or others need to comply with requirements and **should** is used when it is advised to.

### **2. Scope and Exemptions**

This policy covers all commercial courses offered by Dalvestherapeuticounselling.

### **3. Policy Detail**

#### **3.1 Policy**

##### **3.1.2 Payment of course fees**

All courses must be paid for in advance prior to attendance, or the course place will not be confirmed. Payment is preferred via bank transfer at the time of booking.

Dalvestherapeuticounselling will invoice organisations in circumstances where purchase orders are required. Payment terms on invoices raised will be for **immediate payment**. The course place(s) will not be confirmed until payment is received. Confirmation of course booking will be sent by Dalvestherapeuticounselling upon receipt of payment.

##### **3.1.3 Cancellation and Refunds**

Summary of cancellation charges are as follows:

<b>Timescale of cancellation notice</b>	<b>Refund</b>
28 days or more before the course start date	Full refund will be given
15-27 days before the course start date	50% refund will be given
14 days or less before the course start date	We regret that no refund can be given if a cancellation is made 14 calendar days or less before the course start date.

Refunds will only be made to the payee's account from where the original payment was made.

To prevent cancellations and fees where possible, Dalvestherapeuticounselling will be happy for the organisation to change the delegate's name free of charge up to 48 hours before the course's start date. For bookings that are at risk of being cancelled and no replacement delegate is made, I will be happy to transfer the booking to the next available date free of charge, or for the delegate to be added to the waiting list if a course date has not yet been confirmed. Transfers can only be made up to 48 hours after the course starts and can only be transferred once.

All requests to cancel, change a delegate name or transfer to a new course date must be made in writing to [Dafiny-alves@dalvestherapeuticounselling.com](mailto:Dafiny-alves@dalvestherapeuticounselling.com) I will confirm the request with a written acknowledgement within 24 hours of receipt. DalvesTherapeuticounselling will aim to process refunds within 14 days of written acknowledgement being sent.

### **3.1.4 Course Cancellations**

#### Lack of minimum delegates

In order to ensure the best learning experience possible for our learners, a minimum number of delegates will be required for each course to run effectively (these may vary depending on the course topic). Therefore, when minimum course thresholds have not been met, Dafiny Alves reserves the right to cancel the course. Cancellations made in this circumstance by me will be communicated to delegates within 48 hours of the course start date. Delegates will be offered a new course date and transferred to the next available course. If the delegate is not able to attend on the alternative date(s) given, a full refund will be made available. DalvesTherapeuticounselling will aim to refund payees within 14 days of the course cancellation.

#### Course Trainers

All courses and workshops offered by DalvesTherapeuticounselling will be delivered by an experienced and qualified therapist who specialises in their relevant field.

DalvesTherapeuticounselling reserves the right to cancel a course at any time without incurring any additional liability to the individual or organisation in which they work. Such circumstances are but not limited to: weather conditions, fire, flood, transport strikes, closures or delays, power disruption or any other force majeure or act of God. In such circumstances, I will offer alternative dates where possible, with delegates able to transfer their booking free of charge to an alternative date. Special consideration may be given to individual cases if necessary if this occurs, and refunds given at the sole discretion of DalvesTherapeuticounselling.