



CANCELLATION AND MONEY BACK GUARANTEE

If an individual or group wishes to cancel or change their booking.

The following charges will be incurred: -

- Cancel outside 6 weeks of course commencement- Lose 50% of total course cost
- Cancel outside of 3 weeks of course commencement – Lose 75% of total course cost
- Cancel within 3 weeks of course commencement – Lose 100% of total course cost
- Change to an alternative date outside of 6 weeks of commencement date £100 adjustment fee.
- Change to an alternative date within 6 weeks of commencement date £200 adjustment fee.
- No show bookings – Lose 100% of total course cost
- Re arrangement due to illness/ and subsequently unattended - Lose 100%

1.If Customer cancels a course, or a bespoke course for any reason, 30 days prior to a scheduled course commencement date, then all development work undertaken up to that point and a cancellation charge of 50% of the course fee will become immediately due for payment.

2.If Customer cancels a course, or a bespoke course for any reason, less than 30 days prior to a scheduled course commencement date, then all development work undertaken up to that point and a cancellation charge of 90% of the course fee will become immediately due for payment.

3.Details of Money Back Guarantee. We feel you will be delighted with your course and it exceed your expectations, however, if you are not satisfied with the product or service that we have provided you with, then please let us know within 14 days of making your investment. We will investigate your complaint in the first instance and attempt to put it right. If you are still dissatisfied then we will request a written explanation and if we agree that we have not provided the service that we have advertised and that you paid for, then we will refund your investment less any charges that we have incurred (eg Paypal/ or Administrative fees, Venue and catering). The decision will be at our discretion.

Neutral Space - 2023