



## **Cancellation Policy**

### **Event Cancellation:**

If you choose to cancel a Learning event and give us notice of such cancellation 21 Calendar days' or more prior to a learning event, no cancellation fees will apply.

If you choose to cancel a Learning event and give us notice of such cancellation less than 21 Calendar days but more than 14 Calendar days prior to a particular workshop or event, ACP will charge you 50% of the agreed prices for all booked services.

If you choose to cancel a Learning event 14 Calendar days or less prior to an event, you will be charged 100% of the agreed prices for booked services.

Any physical materials that have already been printed or shipped for use in the learning event are non-refundable and non - returnable, unless otherwise agreed.

### **Event Postponement:**

If you choose to postpone an Event or Session and give us written notice of such postponement at least 21 calendar days prior to the Event or Session, no postponement fees will apply.

If you choose to postpone an Event or Session and give us written notice of such cancellation less than 21 calendar days but more than 14 calendar Days prior to the Event or Session, you will be charged 10% of the agreed prices for the Booked Services to be postponed and 100% of any expenses directly incurred by ACP as a result of such postponement. This postponement option can only be used once per Event or Session, following which our cancellation terms above will apply.

ACP cannot offer any postponement option where you have given notice to us 14 calendar days or less prior to the Event or Session. Any cancellation or postponement notice received 14 calendar days or less prior to the Event or Session will incur a charge of 100% of the agreed prices for the cancelled/postponed Booked Services and 100% of any expenses directly incurred by ACP as a result of such cancellation, as set out above.

Any physical materials that have already been shipped for use in the Event or Session prior to postponement are non-refundable and non-returnable, unless otherwise agreed.

If you want to cancel or postpone, please provide written confirmation through the below email address or contact the account manager you have been dealing with.

E-Mail - [enquiries@acptraining.co.uk](mailto:enquiries@acptraining.co.uk)

Telephone – +44 01279 833366

### **Coaching Cancellation / Postponement:**

If a client needs to rearrange an in person coaching session, they should provide at least 7 days' notice. The coach will try to reschedule a new date within 2 weeks from the original date if availability permits. If this is not possible and the coach is not able to offer an alternative date outside of the pre-agreed schedule of dates, a 90 mins virtual session will be offered.

Sessions will be lost due to no show or unreasonably late cancellations of 48 hours or less. No refunds will be given to clients for unused coaching sessions unless at least 48 hours' notice has been given.

In exceptional circumstances the coach may need to rearrange a coaching session. In those instances, they will also give the client at least 48 hours' notice where practical.

Where a client pays for a session or sessions in advance, they must have the coaching session(s) that they have paid for within 9 months of the payment, or their fee is forfeited.

If you want to cancel or postpone, please email the coach directly or you can provide written confirmation to the ACP office through the below email address.

E-Mail - [enquiries@acptraining.co.uk](mailto:enquiries@acptraining.co.uk)

Telephone – +44 01279 833366

*[1] An “Event” is a workshop, course, or other meeting which is set to occur on a specific date or specific dates.*

*[2] A “Coaching Session” is a one-to-one development session booked with an ACP consultant.*

**Last revised: Nov 2023**