



Emotion Coaching UK: Cancellation Policy

Please find below details of the ECUK policy on how to amend your booking and /or cancel your booking.

If for any reason you need to cancel your booking you will be reimbursed, however there is an administration charge for all participants on national ECUK training courses/events. For clients/organisations who have booked bespoke ECUK training courses/events there is an administration charge and any non-refundable expenses will also have to be passed onto the client/organisation.

If you need to amend/cancel your attendance to a national ECUK training event or a clients/organisation bespoke ECUK training events you will need to firstly **contact Emotion Coaching UK directly by email** at emotioncoachinguk@gmail.com to register the change/cancellation.

Please see below further details on how to amend or cancel your bookings.

1. If you want to transfer onto another ECUK course/event, there will be no additional cost. You will need to **contact us directly by email** and, if there is another course/event running and there are spaces available on the course, your payment will be transferred. If there are no alternative training courses/events, you will need to follow the ECUK cancellation procedure and will be reimbursed but will incur the standard ECUK cancellation administration fee of £30.
2. If you are unable to attend the training course/event we welcome substitute delegates attending in your place at no additional cost. However, for security reasons, all requests for substitutions must be received via email **at least 48 hours before** the training course/event with the name, job title and contact email for both the registered and replacement participants.
3. You may request to cancel **up to 14 days** before the date and time of the event. You will receive a refund as long as you have notified ECUK by email up to 14 days before the event of your cancellation. However, you will incur a **£30 cancellation administration** fee.

3. You may request to cancel **up to 7 days** before the date and time of the event. You will receive a refund as long as you have notified ECUK by email up to 7 days before the event of your cancellation. However, you will incur a **25% cost of the course/event** as a **cancellation fee**.

4. You may request to cancel **less than 7 days** before the date and time of the event. You will receive a refund as long as you have notified ECUK by email before the event of your cancellation. In the event of you notifying ECUK by email a request to cancel, you will incur a **50% cost of the course/event as a cancellation fee**. For those who have booked bespoke ECUK training courses/events this will include full **administration charges and non-refundable expenses**. ECUK has the only right to be flexible here.

5. In the event of a participant/client not notifying ECUK by email a request to cancel prior to the training/event date or **not attending the training course/event** we are unable to offer a **refund**. ECUK has the only right to be flexible here.

Cancellation: Unforeseen Circumstances

If unforeseen circumstances cause ECUK to cancel an event all delegates will be informed as soon as possible, and a full registration fee refund will be made.

If, for any reason, ECUK has to cancel an event, ECUK accepts no responsibility for covering travel, hotel or other costs incurred by participants.

Amendments

ECUK reserves the right to modify the programme up to the day of the event. ECUK put training programmes together through extensive and on-going research in order to provide the most up-to-date and relevant information. This means that occasionally the programmes change. Other times it may be necessary, due to unforeseen circumstances, to alter the programme, venue and/or speakers. Regrettably, this means no refunds can be issued in line with the cancellation policy.

When you register for a training course/event, you agree to these terms.

ECUK has the right to be flexible here and this policy will be updated annually or as deemed necessary by the ECUK Cofounders

Licette Gus, Louise Gilbert and Janet Rose

