Cancellation & Refund Policy

Live training: 2027 pay-per-seat workshops and Reflective Practice Group

Item	Detail
Policy owner	Chief Operating Officer
Version	1.0
Effective date	13 November 2026
Next review	November 2027

1. About this policy

1.1 This policy applies to all bookings for aneemo's 2027 live online CPD workshops and the Trauma-Informed Leadership Reflective Practice Group (each a "Course"). It forms part of your booking, and you accept it at checkout or when you confirm an invoiced booking.

1.2 "You" means the person or organisation making the booking. "Delegate" means the person attending. "Start date" means the date of the first live session of the Course you booked.

1.3 If you are an individual booking for yourself, and not for your business, you may also have legal rights as a consumer (see section 3). Nothing in this policy affects those rights.

2. Booking and payment

2.1 **Card bookings** are made through our online checkout and are confirmed once payment is accepted. Online booking for each Course closes 2 working days before its start date.

2.2 **Course access:** joining details are sent by email before the Course. Where a digital course is included, it is released 14 days before the start date, or when you book if you book later than that.

2.3 **Invoiced bookings** are available to organisations. We need the organisation's details, a billing contact, delegate names and email addresses, and a purchase order number if your organisation uses them. Your place is reserved once we confirm the booking in writing. Invoices are payable within 30 days, or before the start date if that is sooner. We may withhold joining details and course access until payment or a valid purchase order is received.

2.4 Cancellation charges in this policy apply to invoiced bookings whether or not the invoice has been paid.

3. Your statutory right to cancel (individual consumers)

3.1 If you are a consumer, you may cancel within 14 days of the day your booking is confirmed, without giving a reason, and receive a full refund.

3.2 If you book 28 days or more before the start date, your 14-day period ends before your digital course is released and before your Course starts.

3.3 If you book fewer than 28 days before the start date, your 14-day period will overlap the release of your digital course and, for later bookings, the live Course. At checkout we will ask you to confirm that you want access to begin before your 14-day period ends. If you do: (a) you will lose your right to cancel the digital course once we make it available to you; and (b) if you cancel the live Course after asking it to begin, you will pay for what we have provided up to the date you cancel.

3.4 To cancel, email us with a clear statement that you wish to cancel (see section 10).

4. Cancelling a workshop booking

4.1 **Consumers:** if you cancel within your 14-day cancellation period, section 3 applies instead of the table below.

4.2 **Otherwise**, the following applies, based on when we receive your cancellation:

Notice before the start date	Refund
29 days or more	Full refund, less a £25 administration fee per delegate
15 to 28 days	50% refund, or one free transfer instead (section 6)
14 days or fewer	No refund. You may send a substitute (section 5)
Non-attendance	No refund

4.3 **Motivational Interviewing package (Skills + Leadership):** the package is one booking, and its start date is the first day of the three-day Skills course. Once that course has started, no refund is available for the Leadership day, but you may send a substitute who meets the prerequisite.

4.4 Where a refund is given, access to any digital course included in the booking will end.

5. Substitutions

5.1 You may send a substitute delegate at no charge, up to 2 working days before the start date. Email us with the substitute's name, email address and organisation.

5.2 The substitute must meet any stated prerequisite for the Course. Digital course access will transfer to the substitute, and the original delegate's access will end. (If the course has already been started by the original delegate we will be unable to transfer the digital course to the substitute).

5.3 Substitutions for the Trauma-Informed Leadership Reflective Practice Group (6 sessions) are covered in section 7.

6. Transfers

6.1 With more than 14 days' notice before the start date, you may transfer a booking once, free of charge, to another Course in aneemo's 2027 programme, subject to availability.

6.2 We will honour the price you originally paid. If the new Course costs more, you pay the difference; if it costs less, the difference is not refunded.

6.3 A transferred booking cannot be transferred again. If you cancel it, the refunds in section 4 apply, based on the new Course's start date.

7. Trauma-Informed Leadership Reflective Practice Group (6 sessions)

7.1 The Reflective Practice Group is a six-session programme, booked and priced as a whole. Its start date is the date of session 1.

7.2 Cancellations by you:

Notice before session 1	Refund
29 days or more	Full refund, less a £25 administration fee
15 to 28 days	50% refund
14 days or fewer, or after session 1	No refund

7.3 Consumers cancelling within their 14-day cancellation period are covered by section 3.

7.4 Because the group is small and confidential, substitutes are accepted only before session 1, and are subject to a suitability conversation with the facilitator. Transfers are not available.

7.5 No refunds are given for sessions a participant misses. If we cancel a session and cannot reschedule it, we will refund £45 for that session.

8. If we cancel or change a Course

8.1 Each workshop has a set minimum number of delegates. If these numbers are not met, we will tell you at least 14 days before the start date, before any digital course is released.

8.2 We may also need to cancel or reschedule because of facilitator illness or other circumstances outside our control.

8.3 If we cancel, or you cannot attend a rescheduled date, you can choose a full refund or a transfer to another Course.

8.4 If we cancel after your digital course has been released, you keep your digital course access as well as receiving a full refund.

8.5 We may change the facilitator to another suitably qualified trainer where necessary.

8.6 Our liability for cancellation or changes is limited to the fees you paid for the affected booking.

9. Attendance and technical issues

9.1 Courses are delivered live online. Delegates are responsible for having a suitable device, internet connection and access to the meeting platform.

9.2 CPD certificates for live sessions require full attendance. No refund is given for late arrival, partial attendance or non-attendance.

9.3 We cannot refund for technical problems on the delegate's or their organisation's side. If you have problems joining, contact us straight away and we will try to help.

9.4 If a significant technical failure on our side disrupts a session, we will reschedule the missed content, offer a credit, or refund part or all of the fee.

10. How to cancel and how refunds are paid

10.1 Cancellations, substitutions and transfer requests must be made in writing to Operations@aneemo.com. The date we receive your email is the date that counts.

10.2 To help us process your request quickly, please include in your email:

1. your booking reference or invoice number
2. the name of the person or organisation that made the booking
3. the Course title and start date
4. the name(s) of the delegate(s) affected
5. what you are asking for: a cancellation, a substitution (with the substitute's name, email address and organisation) or a transfer (with the Course you want to transfer to)
6. for invoiced bookings, your purchase order number

We will acknowledge your email within 2 working days and confirm any refund or charge. If you are a consumer exercising your 14-day right to cancel, any clear statement that you wish to cancel is enough.

10.3 Refunds are made to the original payment method, or by credit note for invoiced bookings, within 14 days of our confirming the cancellation.

10.4 Refunds include the VAT paid on the refunded amount. The administration fee is subject to VAT.

11. Accessibility

11.1 Please tell us about any accessibility or reasonable adjustment needs when booking. If we cannot make an adjustment you need, you may cancel for a full refund.