



*When you register for an event, you agree to be bound by the Terms and Conditions of this Cancellation Policy. Please read the whole document in full prior to booking your attendance based course.*

## **Booking a Babyem course**

Our courses can be booked online via our website or via our affiliate or partners' websites. On receipt of booking, we will send you an email confirming the details of the course. If you do not receive this email it is your responsibility to contact us and let us know.

If you fail to attend a course due to not receiving the course details, or in the case that someone else has booked the course for you who has not briefed you of the course details, you will not receive a refund.

It is your responsibility to book the correct course for your needs. Babyem cannot be held responsible if you book and attend the wrong course. It is also your responsibility to make sure you can get to the training centre at least 15 minutes before the course start time. Venue details and travel information is provided upon booking.

If you need to make any changes to the course please contact us on [info@babyem.co.uk](mailto:info@babyem.co.uk) as soon as possible and we can advise you on what changes are possible.

Sometimes we may need to make changes to a course. If this happens, we will notify you by phone and/or email as soon as we can, and either refund you in full, move you onto another course, or provide another option (depending on which course you have booked and availability)

## **Course Amendments, Cancellations and Refunds**

If you have purchased a course, you may be entitled to a full refund if you are within the specified cooling off period. This period starts from the date you receive our email confirming your booking. If you have already started any elements of our course within the cooling off period, you are not eligible for a refund.

For cancellations or course amendments to attendance-based courses such as *Gentle Sleep*, *Maternity Nurse Training*, and *First Aid*:

### **More than 4 weeks before the course date:**

- You can transfer to another course date free of charge.
- You can transfer the course to another individual free of charge.

### **Between 4 and 2 weeks before the course date:**

- You can cancel with a 50% refund.
- You can transfer to another course or course date with a 25% charge.
- You can transfer the course to another individual free of charge.

**Less than 2 weeks before the course date:**

- You can cancel with no refund.
- You can transfer to another course or course date with a 50% charge.

**Less than 1 week before the course date:**

- You can transfer your booking to another person.
- You can cancel with no refund.

**If either these options are unsuitable then you lose your place.**

Once a course is amended, transferred, or cancelled no further refunds or course transfer options will be available.

**A course cannot be transferred or cancelled once any part of the training has started.**