



Babyem is a company registered in England whose trading address is: Babyem, The Fisheries, 1 Mentmore Terrace, London E8 3PN. registered address is: No 6 The Clarendon, 86 Balcorne St, London, E9 7AU.

*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.**

**Changes to bookings due to illness (including COVID-19)****Covid**

If you test positive for COVID-19 or are otherwise asked to self-isolate, you will be required to provide evidence from a verified government agency that includes your full name and date of birth. This could be an email, screenshot, or text message.

If you are unable to provide this evidence, you will not be able to change your booking free of charge.

If you provide this evidence, we can move your booking to the next available suitable date, free of charge.

**Other illness**

You will be asked to provide a sick note or letter from your GP to confirm you are/were unable to attend your training due to sickness.

A hospital appointment letter is also suitable. However, please tell us as much in advance as possible if you are unable to attend.

If you are unable to provide this evidence, you will not be able to change your booking free of charge.

If you provide this evidence, we can move your booking to the next available suitable date, free of charge.

**Other circumstances**

There may be other circumstances that mean we can alter your booking date free of charge or for a reduced fee. These circumstances included but are not limited to: hospital appointments, family bereavement. Please contact our team on [info@babyem.co.uk](mailto:info@babyem.co.uk) so that we can discuss options with you directly.