

## Cancellation Policy

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Sheila Harper is committed to providing all students with exceptional care. Many of our courses are individualised and personalised, especially those involving practical work. When a client cancels without giving sufficient notice, they may prevent another client from studying with us.

We appreciate that occasions arise which necessitate clients to cancel their course due to unforeseen circumstances and we therefore try to be flexible in our approach to each individual case. Any such issues are resolved at our discretion.

Cancellations must be made in writing either to the postal address below, or to [info@sheilaharper.co.uk](mailto:info@sheilaharper.co.uk)

### Multi-part courses (e.g. IPACS / ISPACS / OCN)

Clients cancelling after a course has begun should understand that they have committed to the whole course. If you choose to pay by instalment, you are making a commitment to continue payment until the entire amount is settled, even if you choose not to attend.

### Public Courses (e.g. a day, evening or part of; weekend; five-day course, IPACS / ISPACS / OCN)

All clients have a 14-day cooling off period after making a booking. After this period, clients cancelling a course or switching courses, delivered by Sheila Harper, must do so at least twelve weeks in advance in order to avoid paying a 50% cancellation fee. If cancellation notice is received less than eight weeks prior to the course date, the cancellation charge will be 100% of the fee.

After the initial 14-day cooling off period, if paying by instalment or where full payment is not completed until after the course has begun, you are making a commitment to continue payment until the entire amount is settled, even if you choose not to attend.

### 1 to 1 sessions (e.g. Supported walks, behaviour counselling sessions)

Clients cancelling a session are required to give at least 24 hours' notice otherwise they will forfeit their session and no refund will be given.

### Self-medication sessions

Clients cancelling a session are required to give at least one week's notice otherwise they will forfeit their session and will be billed for the session.

### Substitutions

Clients wishing to substitute an alternative delegate need to first check with Sheila Harper that this is acceptable. If agreed, you may do so up to 10 days prior to the course without penalty, providing that the substitute's paperwork is in order and his / her fees are fully paid.

No substitutions can be made for self-medication sessions unless at least three weeks' notice is given.

We reserve the right to postpone / change dates if necessary. Although this is extremely unlikely, there may be unforeseen circumstances where we have to take this course of action in order that the course can still go ahead. We will inform you at the earliest possible opportunity.

If, for any reason, we find we need to cancel a course in advance, you will receive a full refund.

*Whenever embarking on any course, it is wise to consider taking out insurance against cancellation.*

**I have read and agree to terms of payment and cancellation.**

Signed ..... Print name .....

Date .....

*Please return this document along with your application form to the address below.*

