



# Cancellation Policy

LAST UPDATED ON OCTOBER 31<sup>st</sup> 2017

## Introduction

Late cancellations can lead to places being left unfilled on our courses and retreats. As a result our income for an event is reduced, but we remain liable for certain expenses and fees due to venues and other contractors. The purpose of this Cancellation Policy is to outline how we deal with cancellations and refunds so that there is clarity. By visiting the 'Heart of Mindfulness' website, you are accepting the terms of this cancellation policy.

### 1. Trainings, Retreats, Onsite MBSR Courses

To avoid the need for cancellation, please ensure you are clear about the dates and cost associated with the training, retreat or course you would like to register for.

If you cancel one month (or more) before the start date, your deposit will be retained.

If you cancel less than 1 month but more than 2 weeks before the start date, the cancellation fee will be 155€ or half the cost of the retreat, training or MBSR course – whichever is greater.

If you cancel less than 2 weeks before the start date, the cancellation fee will be the full amount due for the training, retreat or course. In exceptional circumstances a place may be transferred to another person or to another event at the provider's discretion.

Cancellations can be made by telephone (00 353 (87) 9160919) or email: [info@heartofmindfulness.com](mailto:info@heartofmindfulness.com).

### 2. Online Courses

Satisfaction with our online offerings is a high priority. If you are not satisfied with your course for any reason, we are happy to offer a full refund under the following conditions.

A refund is possible for up to 7 days after the content for week one of your course has been released. Once the content for week 2 is released no further refunds are possible. This allows our clients to experience firsthand the quality of our offerings, while also protecting our livelihood.

Please send your refund request to [info@heartofmindfulness.com](mailto:info@heartofmindfulness.com) and we will be in touch promptly to discuss your concerns and arrange a reimbursement.

### **3. Private Sessions (TRE® & SE®)**

If you cancel an appointment with less than 24 hours notice, you will be charged the full fee for your session. This late cancellation fee will only be waived at your provider's discretion in the event of serious illness, bereavement or emergency, in which case your session will be rescheduled.

Cancellations can be made by telephone (00 353 (87) 9160919) or email: [info@heartofmindfulness.com](mailto:info@heartofmindfulness.com).

### **4. Changes to our Cancellation Policy**

If we decide to change our cancellation policy, we will post those changes on this page. This policy was last modified on 31st/OCTOBER 2017.

If there are any questions regarding this cancellation policy, you may contact us by emailing - [info@heartofmindfulness.com](mailto:info@heartofmindfulness.com).