

## **PAYMENT TERMS**

- All 1:1 sessions and group sessions **MUST** be paid for in *full*, 14 days prior to commencement.
- Late bookings/payment within 14 days can be arranged by contacting The Wellbeing Way beforehand.
- Payment can be made via direct bank transfer:

### **Direct Bank Transfer:**

Bank: NATWEST

A/C Name: J Gunning Hypnotherapy

Sort Code: 60 - 07 - 47

A/C No: 52154211

### ***Please Note:***

- Cash payments can *only* be made with prior arrangement.
- Requests to pay via invoicing afterwards will only be possible with written permission from The Wellbeing Way.
- Any invoiced payment *must* be made immediately upon receipt of said invoice - a *20% surcharge* will be applied to any late payments not received *after* 7 days of receipt of said invoice.

## **CANCELLATION BY CLIENT**

- Clients cancelling a course, changing course date or switching courses, delivered by The Wellbeing Way, must do so at least 10 working days in advance in order to avoid paying a 50% cancellation fee.
- If Cancellation notice is received less than 5 working days prior to the course date, the cancellation charge will be 100% of the training fee.
- Customers wishing to substitute a registered delegate from the same company need to first check with The Wellbeing Way that this is acceptable. If agreed, you may do so up to the commencement of the course without penalty, other than any substitution costs incurred by The Wellbeing Way.
- Delegate no-shows on the day, are subject to payment for the full amount.

## **CANCELLATION OF COURSE BY THE WELLBEING WAY**

- If on very rare occasions it becomes necessary, The Wellbeing Way reserves the right to cancel or change a class at any time, including but not limited to, lack of participation, classroom, and equipment or trainer availability.
- Notification will be provided within 10 days of the class, whenever possible.
- If an alternative date cannot be arranged, registered delegates will not be charged for the course.
- The Wellbeing Way is not liable for any direct, or indirect, consequential or special damages that may be incurred due to a cancellation of a scheduled class, including, but not limited to, loss of earnings, cancellation penalties for transportation or accommodations. The customer or student's sole remedy shall be the refund of prepaid course fees.

## **GENERAL DISCLAIMER**

- Delegates are expected to behave in a professional manner. Any issues will be notified immediately to relevant personnel.
- The Wellbeing Way reserve the right to ask any disruptive delegates to leave a session. Should this occur, no refund will be given.
- The Wellbeing Way shall not be liable for damages of any kind resulting from errors or omissions in the training materials nor shall The Wellbeing Way be liable for any damages resulting from the use of the training materials, hypnosis, self hypnosis or other information/techniques conveyed at any session/training course conducted by The Wellbeing Way.