



## **Cancellation Policy for Webinars / Virtual Courses**

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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.

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

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. For further information, please see our Terms and Conditions Policy.

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

### **Webinar Terms & Refund Policy**

#### **Single events**

- Live webinars: Credits can be issued if you notify us up to 7 days prior to the event. A credit will be placed onto your SHEILA HARPER account for the amount paid for the webinar.

Some webinars may be recorded and available for purchase.

- Recorded Webinars: refunds are not given for recorded webinars
- If you purchase a recorded webinar it is available to listen to for 30 days. Email links for recorded webinars cannot be resent to you after the 30 days

#### **Multi-part events**

If you cancel after an event has begun no refund will be given for those parts that have been missed.

