

CANCELLATION POLICY

Cancellation by Cerebellum Consulting ABN: 75 834 394 932

Appointments

Cerebellum Consulting endeavours to facilitate engagement in counselling with our Client Care Model. We will contact you by phone or by SMS to remind you of your appointment 24 hours beforehand and this also gives you the opportunity to cancel or reschedule.

It is a condition of service that you agree to pay a cancellation or no-show fee for confirmed appointments that you do not attend. The cancellation and no-show fee is 50% of the appointment fee that you had confirmed that you would be attending.

We understand it can be difficult to pay fees and we offer payment plans to assist in your being able to manage your financial obligations. For information about payment options please email us at info@cerebellumconsulting.com.au.

In the unlikely event a workshop is cancelled by Cerebellum Consulting (e.g. due to insufficient numbers or illness), the participants will be offered a full refund, a reschedule or a credit.

Cerebellum Consulting will endeavour to inform participants of cancellations *at least* 48hrs prior to the workshop.

Cancellation by Registrants

If a registrant wishes to cancel their enrolment more than 7 days prior to commencement of a workshop, a \$50 administration fee will apply.

Be aware that your withdrawal may lead to complete cancellation of the workshop for all prospective participants if your withdrawal causes numbers to fall below sustainable levels.

Workshop fees will not be refunded for cancellations within 7 days of the workshop commencement. Any request to cancel or change an enrolment must be made in writing (email) to the Workshop Coordinator and sent to info@cerebellumconsulting.com.au

When a refund is necessary or in exceptional circumstances a withdrawal is approved, the resulting credit can be transferred to another Cerebellum Consulting workshop or training event.

Any request to transfer a credit must be made in writing to the Workshop Coordinator.

A transfer can only be completed once within 12 months of the original workshop date.

If the participant fails to attend the subsequent workshop or training event to which they have transferred their credit to, or the 12 months expires, they will forfeit all credits and or monies paid.