

## **Terms And Conditions**

### **Mindfulness Association Billing and Cancellation Policy**

#### **Payment**

Mindfulness Association courses (including weekends, multi-module courses and retreats) can generally be purchased on a monthly payment plan.

The fee for each course must be paid in full prior to the course start date. Payment for a course in full or commitment to a monthly payment plan and payment of the first instalment must be made at the time of booking. Failure to receive the course fees in adherence with these terms means that the Mindfulness Association reserves the right to request payment on the first day of the course, and if no such payment is made, to deny access to the course. Invoices and payment receipts are sent automatically upon booking, but are also available to customers upon request. The Mindfulness Association accepts payments in UK pounds Sterling, online via credit/debit card and BACS bank transfer.

#### **Prices**

The prices quoted on this website and in our leaflets are correct at the date of publication (that is the earliest course date published within a leaflet) and for 90 days thereafter. Mindfulness Association reserves the right to adjust these prices in order to meet their true cost outside this period.

#### **Cancelling Courses**

All cancellations must be made via e-mail to [info@mindfulnessassociation.net](mailto:info@mindfulnessassociation.net).

Cancellations to bookings made at least 8 weeks prior to the start date of the module will attract a full refund.

Cancellations to bookings made less than 8 weeks prior to the start date of the module, will attract no refund but there will be the option to transfer to another module, at the time the booking is cancelled. Therefore, bookings made less than 8 weeks prior to the start date of the module will be non-refundable.

#### **Transferring Courses**

If a delegate cannot attend a module of a multi-module course, the delegate must inform the Mindfulness Association of this, at least 8 weeks prior to the module start date, in writing by email to [info@mindfulnessassociation.net](mailto:info@mindfulnessassociation.net). The Mindfulness Association will then do its best to provide the delegate with an opportunity to attend the missed module on an alternative course that the Mindfulness Association is running at another location, online or at the same location on a later date, subject to an administration fee of £25. The provision of an alternative course module cannot be guaranteed by the Mindfulness Association.

If a delegate cannot attend a retreat (longer than a weekend), the delegate must inform the Mindfulness Association of this, at least 8 weeks prior to the retreat, in writing by email to [info@mindfulnessassociation.net](mailto:info@mindfulnessassociation.net). The Mindfulness Association will then do its best to provide the delegate with an opportunity to attend an alternative retreat that the Mindfulness Association is running at another location, online or at the same location on a later date, subject to an administration fee of £100. The provision of an alternative retreat cannot be guaranteed by the Mindfulness Association.

#### **Cancellation of Courses by The Mindfulness Association and Changes to Course Content**

The Mindfulness Association's courses are constantly updated and improved and the Mindfulness Association reserves the right to alter any of the courses' content without prior notice. Mindfulness Association reserves the right to cancel a course at any time without liability. In these circumstances, delegates will be offered an alternative date or a full refund.

#### **Complaints**

Any complaints about the Mindfulness Association and its courses must be sent in writing by email to [info@mindfulnessassociation.net](mailto:info@mindfulnessassociation.net).