

Meeting Cancellation & Amendment Policy

Whether your meeting is one you paid for, or for one of the services where there is the offer of free of charge meetings, it's important to know what happens if your plans change or things crop up. The main thing is to talk! I'm human, and do understand life sometimes sneaks up on even the best laid plans, though I'm also running a small business and the costs of cancellations and changes can be significant. I offer around 12 to 15 meetings per month, and if they were all missed, or even half were, I'd be out of business really quickly! So, this is just so we all know where we stand!

Can I have a refund if I change my mind and don't want the meeting?

The short answer is "no". The long answer is also "no" really! Throughout the booking process, it is explained that meeting fees are non-refundable, and there are several points at which this is highlighted, and you are asked to confirm you understand this.

What if I want to change the date or time?

Should you want to change the time then the following fees would apply, regardless of whether the meeting was initially a free meeting:

- **FIRST time the meeting is changed / cancelled and re-booked:**
 - Meeting changed with 15 or more days notice - No charge
 - Meeting changed with 7 – 14 days notice - No charge
 - Meeting changed with 3 – 6 days notice - No charge
 - Meeting changed with 2 or less days notice - £179 fee payable to re-book
- **SECOND OR SUBSEQUENT time the meeting is changed / cancelled and re-booked:**
 - Meeting changed with 15 or more days notice - No charge
 - Meeting changed with 7 – 14 days notice - £49 fee payable to re-book
 - Meeting changed with 3 – 6 days notice - £99 fee payable to re-book
 - Meeting changed with 2 or less days notice - £179 fee payable to re-book

Our booking system isn't smart enough to automatically make these charges if you do make changes directly, but payment will be requested shortly after any change and would be required within 24 hours or the new meeting would be cancelled.

But, if it's an emergency, you wouldn't charge me, right?

The first time an emergency happens, we may, at our sole discretion, waive the re-booking fee, but, the policy is that you will be charged regardless of the reason. This is as we, like many small businesses, occasionally encounter times where meetings are booked in repeatedly changed at the last minute, or forgotten about due to "emergencies". *(In reality, if you can look yourself in the mirror, and honestly say, "I really am only changing this because it's a genuine emergency" we'll look to be as fair as possible!)*

