# Connect cancellation terms

Move Consulting Ltd | Version 2 | 22 October 2026

The £200 fee, including VAT, covers all four workshops as one programme.

## 1 Cancelling or requesting a change

Contact info@moveconsulting.co.uk as soon as possible, ideally with your name, booking reference and cohort. A clear cancellation statement is sufficient; you do not need our approval to exercise a statutory cancellation right.

## 2 Consumer cooling off rights

For online consumer bookings, you normally have 14 calendar days to cancel without a reason, starting the day after the contract is made. Consumer means an individual buying wholly or mainly outside their trade, business, craft or profession. These statutory rights do not automatically apply to business bookings.

We will refund you in full if you cancel during this period before services start. If you expressly request an earlier start and receive the required information, we may deduct a proportionate amount for services supplied before cancellation. No administration, ticketing or payment processing fees will be deducted from these refunds.

## 3 Other cancellations and costs

Other refunds will reflect services already supplied and unavoidable loss caused by cancellation. Where lawful, this may include reasonable, evidenced administration costs and unrecoverable ticketing or payment fees. We will reduce losses where possible, account for costs saved and replacement bookings, explain deductions and never retain more than you paid.

## 4 Missed workshops and alternative dates

We do not refund solely for a workshop you miss that runs as advertised. We consider requests for an equivalent workshop on another date individually, subject to availability; a place cannot be guaranteed. Missing a workshop does not itself cancel the remaining programme.

## 5 If we cancel or materially change delivery

If we cancel the programme before it starts, we will refund you in full. If we cancel a workshop or materially change delivery, you may accept an alternative or receive a refund for affected services. No administration or processing fees apply to these refunds. Any wider legal refund rights still apply.

## 6 Receiving a refund

PayPal refunds are normally issued through Ticket Tailor to the original payment method; another method can be agreed if needed. We issue refunds without undue delay and meet applicable legal deadlines, including 14 calendar days from notice of a statutory cooling off cancellation. Your statutory rights are unaffected.

## Optional cancellation form

Use this form or any other clear cancellation statement. To Move Consulting Ltd, 1 The Leese, Byley Lane, Cheshire, CW10 9LW; info@moveconsulting.co.uk.

I / We hereby give notice that I / We cancel my / our contract for the supply of the following service: Connect programme [cohort].

Ordered on: _____ Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s) if sent on paper: _____ Date: _____

Delete whichever of I / We and my / our does not apply.