

Cancellation and Refund Policy

Effective Date: August 2025

Applies to:

- Professional supervision (Individual and Organisation)
- Business coaching and mentoring
- Employee Assistance Program Counselling
- Group supervision (Individual and Organisation)
- Tailored training for organisations
- Boutique workshops and events

1. Purpose

This policy outlines the cancellation and refund procedures for all services delivered by *Ally Smith Consulting*. It ensures clarity, fairness, and consistency while considering the costs associated with session preparation, venue booking, and workshop delivery.

2. General Principles

- **Fairness and Transparency:** We aim to accommodate changes where possible but must recover costs for late cancellations or non-attendance.
- **Refund Processing:** Approved refunds may take up to 10 business days to appear in your account.
- **Substitutions:** Where appropriate, another person may attend in your place for workshops or tailored training sessions.

3. Professional Supervision, Mentoring, Group Supervision (Individual), Business Coaching and Employee Assistance Program Counselling

Cancellations:

- Cancellations more than 24 hours in advance - No fee applies.
- Cancellations less than 24 hours in advance or non-attendance - Full session fee applies.

Refunds for Prepaid Packages:

- Clients who prepay for 6-session packages may request a refund for unused sessions.
- A 20% administration fee applies to the refunded amount.

4. Tailored Training and Group Supervision (Organisation)

Cancellations by the Organisation:

- More than 21 days' notice: No cancellation fee.
- 14-21 days' notice: 50% of the training fee payable.
- 7-14 days' notice: 75% of the training fee payable.
- Less than 7 days' notice: 100% of the training fee payable.

Rescheduling:

- Rescheduling requires at least 14 days' notice; otherwise, the cancellation policy may apply.

Cancellations by *Ally Smith Consulting*:

- If we must reschedule, we will provide as much notice as possible and arrange a new date or issue a full refund if no alternative is acceptable.

5. Boutique Workshops and Public Training Events

Participant Cancellations:

- More than 21 days' notice: Refund available, less 20% administration fee.
- Less than 21 days' notice: No refund available.
- Non-attendance: No refund provided; full fee payable.

Substitutions:

- A substitute participant may attend in your place at no additional cost.

Cancellations by *Ally Smith Consulting*:

- If a workshop is cancelled or postponed by us, we will offer:
 - Transfer to an alternative date, or
 - Full refund of the workshop fee if no alternative date found.

6. Policy Review

This policy is reviewed every 2 years and may be updated to reflect changes in business processes or industry best practice.