

Cancellation Policy & Frequently Asked Questions



We live in a complex world where we all need to change our minds at times for a host of reasons from health, to work, transport and family. At EMDR Insight we've thought carefully about this cancellation policy that aims to set clear and transparent guidelines, that are fair for you the customer and as us as an Advanced training company.

- 1. Deposit:** Once you have paid your deposit for an EMDR Insight course, the following policy applies:
 - If you decide to change your mind, your deposit can be transferred to another future course without incurring any cost.
 - If you want to cancel your place altogether then your deposit on the 16-week course is non-refundable.
 - Other shorter courses do not require a deposit so this policy does not apply.
- 2. Full fee:** The 16-week course has small limited numbers so is important that we have a clear idea of how many people will be taking part well in advance:
 - The full fee needs to be paid six weeks before the 16-week course begins.
 - If you decide to change your mind **before** the course begins you are liable to pay the full fee unless someone else fills your place.
 - If you decide to change your mind **after** paying the full fee for 16-week course your place first needs filled to be considered for a refund minus a 20% handling charge.
 - Your full fee can be transferred to another future course without incurring any cost.
- 3. Full fee:** for shorter three-day courses, the numbers on these courses are not limited so there is more flexibility.
 - If you decide to change your mind **after** paying the full fee for three-day course you can be considered for a refund minus a 10% handling charge up to six weeks before the course begins.
 - Refunds are not available if you change your mind less than six weeks before the course begins.
 - Your full fee can be transferred to another future course without incurring any cost.
- 4. Illness:** in the event of illness all the above guidelines apply.
 - Your full fee can be transferred to another future course without incurring any cost.
- 5.** Do email info@emdrinsight.com if you have any further questions about this policy.