

Payment and cancellation conditions Education and Training

The payment and cancellation conditions for Education and Training are an addition to the General Delivery Terms of Heart & Brain Training.

As soon as a customer has registered for a course (open enrolment or conference, lecture or has agreed to an offer for an assignment (e.g. a project), he/she is obliged to pay. You have 14 days to pay.

You have a 14-day cooling-off period; cancellation within this period is free of charge.
-In principle, the customer receives an invoice before the start of a course, conference lecture or assignment.

The costs must be paid within the term of payment as mentioned in the General Conditions of Delivery.

For a course, this is immediately upon booking through the web shop.

As soon as a participant has registered for a course/workshop, he/she is obliged to pay the registration fee. As soon as the payment has been received the participant is actually registered for the course/workshop.

**Cancellation of a course, conference or assignment must be made in writing.
e.mail: info@anoukbindels.nl**

The date and time of receipt of the cancellation will determine the costs must be paid. In the event of cancellation, the following costs will be charged

There is a 14-day cooling-off period, cancellation within this period is free of charge.

1. Cancellation more than 2 months before the start: no fee will be charged.
2. cancellation less than 2 months, but more than one month before the start of the course 50% of the costs;
3. cancellation less than one month before the start: the full costs will be charged.

Additional conditions for an open registration course

Cancellation of, partial participation in or early withdrawal from the must be notified by e-mail to the secretariat of Heart & Brain Training: margriet@anoukbindels.nl

Whenever a participant is unable to attend after registration, replacement by another participant is possible, free of charge provided that this is done as soon as possible and no later than 24 hours before the start of the course.

-In the event of partial participation or premature termination by the participant, no refund of costs will be made.

Additional conditions for a tailor-made course, conference or assignment

-Cancellation must be notified by e-mail to the contact person of the course, conference or assignment.

In the event of cancellation, once the customer has agreed to the quotation, the preparation already carried out will always be charged, plus a percentage of the quotation amount (see above).

Cancellation by Heart & Brain Training, Coaching

Heart & Brain Training has the right to cancel the offer before the start if there are not enough registrations, or offer it in a modified form.

Or when the retreat Centre canceled due to government orders or bankruptcy.

Participants will be informed at least 5 working days before the start. The participant can choose to take part in the modified or the next course.

If the offer cannot be carried out in the way that was offered beforehand due to force majeure (during the course), Heart & Brain Training will take care of replacing the offered course, or will take care of replacing the offer, possibly on a new date. No refunds will be made. Only in the case of death or serious illness and hospitalization in the first instance or of the participant himself/herself can a refund be made.

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