



focused on you

## Cancellation and Refund Policy

- If the course/workshop is cancelled by Focused On You, a full refund will be made of the amount paid by the participant for the course/workshop only.
- If the participant/organisation sends Focused On You their cancellation request within a minimum of 30 days prior to the start date of the course/workshop, they be entitled to an 80% refund of the paid amount. The remaining 20% can be used as payment towards future events organised by Focused On You.
- If the participant sends us their cancellation request within a minimum of 15 days prior to the start date of the course/workshop, the paid amount will not be refunded. However, Participants can use the amount towards future event organised by Focused On You.
- If the participant does not cancel and fails to show at a course/workshop, no monies will be refunded to the participant or be able to be used for future events organised by Focused On You.
- If an organisation has purchased a 'tailored' course/workshop and cancel the course with Focused On You within a minimum of 30 days prior to the start date of the course/workshop, they will be entitled to 30% refund of the paid amount. The remaining 70% will be split 35% will be retained by Focused On You for work on 'Tailoring' the course and the remainder 35% can be used as payment towards future events organised by Focused On You.
- If an organisation has purchased a 'tailored' course and sends Focused On You their cancellation request within a minimum of 15 days prior to the start date of the 'tailored' course/workshop, the paid amount will not be refunded. However 35% of the paid amount can be used as payment towards future events organised by Focused On You