

## **Cancellation Policy:**

### **Client Cancellation of Bespoke Training/Consultancy**

All requests for cancellation must be made by the Client in writing to [carol@evolutiontrainingconsultancy.co.uk](mailto:carol@evolutiontrainingconsultancy.co.uk). The amount of the fee retained by Evolution Training Consultancy will depend on the notice period given:

- **90 calendar days or more prior to the scheduled delivery date:** The Client will receive a full refund of all fees paid, minus a 10% administration charge to cover planning and preparation costs.
- **31 to 89 calendar days prior to the scheduled delivery date:** The Client is liable for 50% of the agreed-upon total fee. Any fees paid in excess of this amount will be refunded.
- **30 calendar days or less prior to the scheduled delivery date:** The Client is liable for 100% of the total fee. No refund will be issued, as it is unlikely the resources can be reallocated.

### **Client Rescheduling**

If the Client wishes to reschedule the services, a written request must be submitted. Rescheduling is subject to our trainers' availability and the following fees:

- **Rescheduling with more than 30 calendar days' notice:** a 10% Admin Fee will be applied.
- **Rescheduling with 30 calendar days' notice or less:** a 25% Penalty Fee based on the total cost of the services will be charged, in addition to the full cost of the rescheduled service.

### **Cancellation by Evolution Training Consultancy**

We reserve the right to cancel or reschedule services due to unforeseen circumstances (e.g., trainer/staff illness or force majeure).

- In the event of our cancellation, we will first offer a mutually agreeable rescheduled date.
- If a rescheduled date cannot be agreed upon, the Client will receive a full and immediate refund of all fees paid for the cancelled services. We shall not be liable for any additional costs incurred by the Client (e.g., venue hire, lost staff time).