

## **Terms & Cancellation Policy**

We recognise that the needs and circumstances of our customers have the potential to change and as such we will need to be flexible in the way we offer our services. This policy therefore exists to provide our customers and potential customers with clear guidance on how and when cancellations will be accepted, and how and when any refunds (when due) will be processed.

This policy provides an overview of the terms related to course cancellations.

The cancellation policy does not affect your statutory rights.

### **CANCELLATIONS**

In respect of Individuals in accordance with the Consumer Contracts (information Cancellation & Additional charges) Regulations 2013 and the Consumer Rights Act 2015, you may cancel this Agreement by submitting via email to [nicky@cherrybaker.com](mailto:nicky@cherrybaker.com). This application must be submitted within 14 days of the date your Course booking was made ("Cooling-off Period").

If you cancel a Course within the Cooling-off Period, you will be entitled to a refund of all monies paid within 14 days of receipt by us of all the materials supplied to you, provided that these are fit to be reused.

If you cancel a Course after the end of the Cooling-off Period, but at least 28 days prior to the commencement of a Course, then you will be liable to pay a sum equal to the difference between the deposit paid and 50% of the total Course Fees.

If you cancel a Course within 28 days of the commencement date of the Course then you are liable to pay all Course Fees.

If your Commencement Date is within 14 days of the date of your booking is made, your legal right to cancel this agreement under the Consumer Contracts Regulations 2013 will not apply.

If we reserve you a place on a Course and you fail to attend without formal cancellation you will be liable for the entire Course cost. If you do wish to complete your Course, subject to availability, we may be able to permit you to transfer your Course to another time, subject to availability.

Unless made within the Cooling-off Period, course cancellations will not be accepted if you have already Transferred your Course to a later date. The "Cooling-off Period" relates to the initial Course and not to any Course that you have previously transferred to, or substituted for the initial Course.

If Cherry Baker Education cancel a Course that you are booked on a full refund will be made with 7 days. Cherry Baker Education will not be liable for travel costs/accommodation costs incurred due to the cancellation of the course.

### **RESELLING**

Reselling of our course content and materials is not permitted.