

# Terms and Conditions - Rosie Enorah Heart



## Workshops

When you have bought a ticket for one of my workshops (via a ticket service or directly from me) your place is reserved. If it is explicitly agreed that only a down payment is required, a deposit will suffice.

If you have to cancel for any reason, there are a number of possibilities:

- You sell your ticket yourself (with my permission);
- You leave your payment as a down payment for a future workshop (this can be done up to a week before the start of the workshop for which you have paid. This deposit is valid for one year).

If you choose to leave your payment as a down payment for a future workshop, register for a new workshop, and cancel again, your down payment will expire.

I expect workshop participants to be respectful to me and the rest of the group. I reserve the right to exclude a workshop participant from (further) participation if I consider that the circumstances justify this decision. Circumstances can be, but are not exclusively: too complicated personal problems; lack of motivation of the participant; and breaking with generally accepted behavioral conventions. In this case the workshop participant is not entitled to a refund.

## Sessions – In-Person

A deposit of 100 gbp or equivalent secures your booking, please make sure you absorb any banking costs. If we have agreed on a package, that package must be paid in full before the first session.

Please bring the rest of the fee with you in cash on the day of the booking, unless we have made other arrangements.

If you cancel the booking up to 24 hours in advance, 75 percent of your deposit carries over to the rescheduled booking provided that such booking takes place within 6 months of the cancellation date.

You will lose your deposit if you:

- cancel with less than 24 hours notice;
- cancel for the second time in a row.

I reserve the right to end a session if I judge that necessary based on circumstances. Circumstances can be, but are not exclusively: too complicated personal problems; lack of motivation of the client; breaking with generally accepted behavioral conventions. In this case the client is not entitled to a refund and owes the full session fee.

## Sessions – Online

A payment of 95 euros or equivalent secures your booking, please make sure you absorb any

banking costs. If we have agreed on a package, that package must be paid in full before the first session.

If you cancel the booking up to 24 hours in advance, your payment carries over to the rescheduled booking provided that such booking takes place within 6 months of the cancellation date.

A 35 euro cancellation fee applies when:

- cancel with less than 24 hours notice;
- cancel for the second time in a row.

I reserve the right to end a session if I judge that necessary based on circumstances. Circumstances can be, but are not exclusively: too complicated personal problems; lack of motivation of the client; breaking with generally accepted behavioral conventions. In this case the client is not entitled to a refund and owes the full session fee.

Questions? [rosie@rosieheart.com](mailto:rosie@rosieheart.com)