

Programme Quality Standards

Workshop Payments, Cancellation & Refund Policy

Payment

- Prompt payment is appreciated.
- A booking is not fully confirmed until payment has been received.
- Timely payment is encouraged to secure a position in the workshop.
- Payment is due at the point of registration.
- If payment has not been received within the expected timeframe, the position in the workshop may be offered to individuals on the waiting list.

Receipts

Hearts & Minds will issue receipts on request to an email or postal address designated by the participant.

Cancellations and Refunds

Workshop cancellation

If Hearts & Minds needs to cancel or postpone a workshop, our staff will inform participants prior to the start date. In this case, the workshop fee **will be fully refunded**, or alternatively participants may wish to credit their fee toward a future workshop at Hearts & Minds.

Participant cancellation of enrolment

Participants are asked to advise Hearts & Minds as soon as possible if they need to cancel their enrolment, as there may be a waiting list for the workshop.

Participants who do not cancel prior to the workshop starting may be waitlisted for future workshops rather than taking priority over other individuals who have enrolled and paid.

Cancellations can be made by:

- Phone on 09 441 8989
- Email to learning@heartsandminds.org.nz
- Fax to 09 441 8988

Workshops participants must cancel at least two working days prior to the workshop starting in order to receive a refund. Otherwise there is no refund given. Participants may however choose to use their payment toward a credit for a future workshop (either the same workshop or another one).

No refund or credit is given if a participant fails to show up.

This refund policy is to be clearly stated on the confirmation letter that is sent out upon registration, and on the website.

Applying for a refund

To apply for a refund participants should contact the Wellbeing Administrator on 09 441 8989 or by email to: learning@heartsandminds.org.nz.

- **Credit card** - If payment was made by credit card, refunds can be made direct to the participant's credit card.
- **Direct Bank Transfer** – Payments received by Cash, Cheque, or Direct Bank Credit can be refunded through Direct Bank Transfer.