

Terms & Conditions of Workshop Bookings

These terms and conditions outline the process and policies applicable to bookings made on our workshops and the steps to follow if you are unable to attend a booked workshop. Please read them carefully.

Please note: For the purposes of this policy document a 'participant' is defined as anybody who has made a payment towards a workshop.

Event Booking Changes

A participant may change an event booking by notifying Energy Alchemy in writing.

- If notification is received more than 14 days before the event there will be no charge
- If notification is received less than 14 days before the event the following rebooking fee will be applicable to cover administration and venue costs:
 - £15 to rebook a PhotoReading Introductory Evening
(<http://www.energyalchemy.co.uk/admin/payments/rebook15.htm>)
 - £25 to rebook on to all other workshops
(<http://www.energyalchemy.co.uk/admin/payments/rebook25.htm>)

To change an event booking you have made, please email info@energyalchemy.co.uk or call 020 8816 7891.

Missed workshops

If for any reason a participant misses a workshop they have booked, Energy Alchemy reserves the right to offer the participant the opportunity to book a similar future event with a discretionary discount of 50% off the full price of the workshop being rebooked on.

- Requests for discretionary discounts must be made in writing within 28 days of the missed event.
- In a request please include:
 - Name
 - Date of the missed workshop
 - Description of the exceptional circumstances leading to your absence
 - Date of workshop you wish to attend if a discretionary discount is awarded
- Discretionary discounts are not guaranteed, and are assessed on a case by case basis

Payment Plans

- Final payment for a workshop must be completed 1 calendar month before that workshop begins.
- A non-refundable deposit is taken at the time of booking.
- The non-refundable deposits for our respective workshops are as follows:
 - Evening Introductions (e.g. Introduction to PhotoReading): £15
 - Time Alchemy: £25
 - Spiral Dynamics: £25
 - The Next Step: £45
 - PhotoReading Weekend: £90
 - The Demartini Method: £90
 - Masters' Series: 25% of full course price
 - All other workshops: 25% of full course price
- When a deposit is made and the balance of payment is defaulted on the participant is not eligible to attend the course until full payment has been completed.
- The deposit will remain available towards any future rebooking made within 12 months of the original booking date. However the participant is no longer eligible for any discount offered at the original time of booking.

Cancellation

A participant may cancel a workshop booking by notifying Energy Alchemy in writing, more than 14 days before the event starts.

- They are eligible for a refund of monies paid, less:
 - The minimum non-refundable deposit, as specified in the Payment Plan section
 - The cost of events already provided, eg after two events that were booked in The Masters' Series have passed, a refund is only available on the payments for the two remaining workshops

Satisfaction Guarantee

We offer a 100% satisfaction money-back guarantee on all our workshops.

- To claim this, if a participant is unsatisfied with the value they received from one of our events, the participant must inform the facilitator on the day of the workshop to request this
- The participant must then put the request in writing within 48 hours of the end of the event
- Participants must have attended the full program for this offer to be valid - partial attendance invalidates the guarantee