



Cancellation and Refund Policy

for courses & workshops for parents-to-be or new parents

Cancellations

1. You may cancel your classes or workshop booking at any time in writing by contacting Tina on info@tinagibbs.co.uk. Your cancellation will take effect on the date we receive email.
2. For your protection, you should keep a copy of any email you have sent to me to cancel your booking, and you should make a note of the date & time.
3. I will acknowledge your cancellation by email within 7 working days.

Refunds

1. If you are cancelling because your baby has arrived before the start of the course or workshop, you will receive a full refund for your course or workshop fee providing you tell us within two weeks of the classes or workshop start date.
2. If it is necessary to cancel your booking before the course or workshop start as a result of serious illness of yourself, we may refund all or part of your workshop fee providing you tell us before the course or workshop start date.
3. If you cancel your place for any other reason, you will receive a refund for your classes or workshop fee as follows
 - a. more than four weeks before the start of the workshop. 100% refund of your course or workshop fees.
 - b. between two and four weeks before the start of the workshop. 90% refund of your workshop fees.
 - c. less than two weeks before the start of the workshop. 50% refund of your workshop fees.

Transferring your booking

1. To transfer your booking to a different date or dates before your course or workshop start, you must follow the cancellation procedure above. When you tell us about your cancellation, you should also tell us what service / dates you would like to book instead.
2. It is not possible to transfer to an alternative dates which are full, even if they were offered to you previously.
3. If we can transfer your booking from your current workshop/course/date to a different one, a 10% rebooking fee will be charged.

My doula services are not included in this policy. Each doula client will sign an individual service agreement letter with individual cancellation and refund arrangements.

Tina Gibbs – Doula & Facilitator
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