

Difficult Conversations Workshop Terms, Conditions & Service Statement

1. Workshop Inclusions

The Workshop includes a one day facilitated workshop, learning materials, tools, and one follow-up coaching session.

2. Payment Terms

Payment must be made in full at the time of booking. The fee includes the workshop and the follow-up session. Bookings are confirmed only once payment is received.

3. Cancellations & Refunds

3.1 More than 4 weeks before the workshop: Full refund available.

3.2 Between 2–4 weeks before the workshop: Transfer to an alternate date permitted; no refund available.

3.3 Within 2 weeks of the workshop: No refund unless a replacement attendee is found. If a replacement is found, a penalty or administrative fee may apply.

4. Transfers and Substitutions

A substitute attendee may be nominated at any time. Transfers to future workshop dates are permitted up to 2 weeks before the event.

5. Provider Cancellations

If the Provider must cancel or reschedule, Clients may transfer to a new date or receive a full refund. The Provider is not responsible for additional expenses incurred by the Client.

6. Client Responsibilities

Clients agree to attend on time, participate respectfully, maintain confidentiality, and engage with workshop exercises.

7. Intellectual Property

All workshop materials remain the property of the Provider. Clients may use materials for personal development only and may not copy or distribute them.

8. Conduct and Safety

The Provider may remove participants behaving disruptively or unsafely. No refund will be issued in these circumstances.

9. Limitation of Liability

The Provider does not guarantee specific outcomes. Liability is limited to the amount paid for the workshop. No consequential or indirect losses are covered.

10. Acceptance of Terms

By booking, the Client agrees to these Terms and Conditions.