

Cancellation Policy

At *Nicky Shaw Care and Learning Consultancy Ltd*, we understand unforeseen circumstances can arise. To ensure we can accommodate all of our valued clients, we kindly request adherence to our cancellation policy.

1. Cancellation Notice

Clients must notify us of cancellations at least 5 working days in advance of the booked training day. To cancel or reschedule, please contact us directly at nickyshaw@nickyshawtraining.com during business hours, or phone [07988921923](tel:07988921923) between 8am and 8pm.

2. Late Cancellations (within 5 working days)

Cancellations made within 5 working days of the training session delivery will incur a 50% charge of the scheduled service cost.

This fee compensates us for the time that was spent preparing and creating your training.

3. Last Minute Cancellations (within 24 hours)

Cancellations made within 24 hours of the training session delivery will incur 100% charge of the scheduled service cost.

This fee compensates us for the time that was spent preparing and creating your training, and the loss of the booking slot, which cannot be filled at such short notice.

4. Exceptions

We recognize emergencies and special circumstances can occur. Exceptions to our policy are made on a case-by-case basis at the discretion of Nicky Shaw.

5. Contacting Us:

For any questions about this policy or to make any changes to your booking, please reach out to us at nickyshaw@nickyshawtraining.com

By booking an appointment, you acknowledge and agree to our cancellation policy. This policy allows us to manage our schedule and provide the best service to all clients.