

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. Notice of Cancellation (More Than 5 Working Days)

Clients must provide notice of cancellation more than five (5) full working days prior to the scheduled training session. To cancel or reschedule, please contact us directly by email at nickyshaw@nickyshawtraining.com during business hours, or by telephone on 07988 921923 between 8:00am and 8:00pm.

2. Travel Expenses

In the event of any cancellation, any non-refundable travel arrangements already made by the trainer will be charged to the client.

3. Late Cancellations (Within 5 Working Days)

Cancellations received within five (5) working days of the scheduled training session will incur a fee of 50% of the agreed training cost. This fee reflects the preparation and creation time already invested in the training.

4. Last-Minute Cancellations (Within 48 Hours)

Cancellations received within 48 hours of the scheduled training session will incur a fee of 100% of the agreed training cost. This fee reflects the preparation and creation time invested, as well as 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.