



## Go Freediving Course Cancellation Policy

### CONTACT DETAILS

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### Course Cancellation Policy

These policies have been put into place to ensure our customers receive the highest quality instruction. Since class size is limited, all cancellation /rescheduling deadlines will be strictly adhered to. All cancellations must be sent via letter or e-mail. Verbal cancellations are NOT accepted.

### Cancellations

A company or individual may cancel a Go Freediving course by submitting a WRITTEN NOTICE via e-mail or letter to the address above. **The deposit of £100 per course (All RAID courses) is non-refundable** and the balance of the course is subject to the following cancellation fees:

- If cancelled **over 1 month** before the scheduled starting date of the course, **no payments** are necessary and if full payment has been made, gofreediving.co.uk will refund the course balance back to the company or individual.
- If cancelled **within 1 month but more than 14 days** before the scheduled starting date of the course, a **50%** cancellation fee will be required by the company or individual.
- If cancelled **within 14 days but more than 7 days** before the scheduled starting date of the course, a **75%** cancellation fee will be required by the company or individual.

- If cancelled **within 7 days** before the scheduled starting date of the course, a **100%** cancellation fee will be required by the company or individual.

A cancellation fee will be based on the full cost of the course at time of purchase.

### **Reschedules**

A company or individual may reschedule a course without penalty by giving WRITTEN NOTICE **no less than 14 days prior** to the scheduled starting date of the class.

If a company or individual reschedules a specific course **between 5 and 13 days prior** to the starting date, the company or individual will be charged a “reschedule fee” of £100. This is due and payable upon attending rescheduled class. Should the company or individual need to cancel a confirmed rescheduled course, a **100%** cancellation fee will imposed.

A company or individual cannot reschedule a course less **than 5 days** from starting date of class and will be assessed the full course fee. Reschedules will be based on availability. A limit of 1 reschedules per course is permitted.

### **No Shows**

If a company or individual does not attend a class and does not give notice, the company or individual will be assessed a 100% “no-show” fee.

### **Reimbursements**

Go Freediving reserves the right to cancel a course at any time. In the unlikely event of this occurring, Go Freediving will refund the course fee(s) in full. Our liability is limited to course fee(s) only. We cannot be held liable for airfare, lodging or other related expenses, including any airline penalties incurred.

### **Late Arrivals**

It is important that you arrive **15 minutes prior to course start time**. Late arrivals disrupt class flow, therefore if a student arrives more than 15 minutes after the commencement of the course, he or she may not be permitted to attend. Additionally, late cancellations or rescheduling fees may apply.

## **EFR primary and secondary care, Try Freediving, Yoga courses and training days**

Bookings for EFR primary and secondary care, Try Freediving, Yoga courses and training days must be **paid in full** on booking

## **EFR primary and secondary care, Try Freediving, Yoga courses and training days rescheduling and cancellation**

A company or individual may reschedule a course without penalty by giving WRITTEN NOTICE **no less than 14 days prior** to the scheduled starting date of the class.

If a company or individual reschedules a specific course **between 5 and 13 days prior** to the starting date, the company or individual will be charged a "reschedule fee" of £100. This is due and payable upon attending rescheduled class. Should the company or individual need to cancel a confirmed rescheduled course, a **100%** cancellation fee will imposed.

A company or individual cannot reschedule a course less **than 5 days** from starting date of class and will be assessed the full course fee. Reschedules will be based on availability. A limit of 1 reschedules per course is permitted.

- If cancelled **over 1 calendar month** before the scheduled starting date of the course, **no payments** are necessary and if full payment has been made, Go Freediving will refund 75% of the monies paid back to the company or individual.
- If cancelled **within 1 month but more than 14 days** before the scheduled starting date of the course, Go Freediving will refund 50% of the monies paid back to the company or individual.
- If cancelled **within 14 days but more than 7 days** before the scheduled starting date of the course, Go Freediving will refund 25% of the monies paid back to the company or individual.
- If cancelled **within 7 days** before the scheduled starting date of the course, a **100%** cancellation fee will be required by the company or individual. A cancellation fee will be based on the full cost of the course at time of purchase.