



CANCELLATION AND REFUND POLICY

GENERAL CONDITIONS

By purchasing something from The Writer's Journey site, you engage in our 'Service' and agree to be bound by the following Cancellation and Refund Policy, including those 'Cancellation and Refund Policies' referenced herein and/or available by hyperlink.

These Cancellations and Refund Policies apply to all site users, including without limitation users who are browsers, vendors, customers, merchants, and/or contributors of content who purchase services from The Writer's Journey Site.

Please read these Cancellation and Refund Policies carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Cancellation and Refund Policies. If you do not agree to all the Cancellation and Refund Policies of this agreement, you may not use any services.

Any new features or tools added to the current site shall also be subject to the Cancellation and Refund Policy. You can review the most current version of the Cancellation and Refund Policy at any time on this page. We reserve the right to update, change or replace any part of these Cancellation and Refund Policies by posting updates and/or changes to our website.

It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.



MENTORING SERVICE PACKAGE

If you have purchased a Mentoring Service Package and are unable to attend the Complimentary 30-Minute Mentoring Service included within the purchased package(s) for any reason, you may request to reschedule for a later date, subject to the following conditions;

The Writer's Journey must be notified at the earliest possible time that you are unable to attend the Complimentary 30-Minute Mentoring Service. This should be carried out in writing. In some circumstances, phone calls/ video calls/ voice mails/ voice notes will be accepted at the discretion of The Writer's Journey.

This request should be carried out in writing at least **5 working days in advance** to the booked Complimentary 30-Minute Mentoring Service session. If you are unable to meet this time frame, contact The Writer's Journey as soon as possible.

Where the customer is unable to attend the Complimentary 30-Minute Mentoring Service and is not in a position to reschedule, The Writer's Journey reserves the right to consider the Complimentary 30-Minute Mentoring Service session spent.

BESPOKE 1:1 REMOTE MENTORING SESSIONS

If for any reason you cannot attend a scheduled Bespoke 1:1 Remote Mentoring Session, you are fully responsible for informing your Mentor at The Writer's Journey. This should be carried out in writing. In some circumstances, phone calls/ video calls/ voice mails/ voice notes will be accepted at the discretion of The Writer's Journey.

Please let us know at least **5 working days in advance** otherwise The Writer's Journey reserves the right to charge a cancellation fee or to consider the session(s) spent to cover the cost of any preparation work that may have been put together in advance of the session(s).



If the session(s) are subject to rescheduling by The Writer's Journey, then the Writer's Journey will inform you via email at the earliest available opportunity and will seek to ensure an alternative suitable date(s) can be found to deliver the Bespoke 1:1 Remote Mentoring Session(s).

Should this not be possible or the Bespoke 1:1 Remote Mentoring Session(s) is unable to be delivered, you will be entitled to a 100% refund.

REFUNDS OF THE BESPOKE 1:1 REMOTE MENTORING SESSIONS

Where the customer is unable to attend the Bespoke 1:1 Remote Mentoring Session(s) and is not in a position to reschedule, then the following refund arrangements apply:

Less than 5 Working Days – Sessions cancelled less than 5 days before the event are eligible for a 50% refund.

Less than 2 Working Days – Sessions cancelled less than 2 days before the event are no longer eligible for a refund.

CORONAVIRUS (COVID-19): CANCELLATION AND REFUND UPDATES

The Writer's Journey holds the view that customers will generally be entitled to a refund when they have paid in advance for services that cannot be provided because of legal restrictions as a result of the pandemic.

If complying with government guidance adversely impacts our customers, The Writer's Journey will endeavour to treat our customers fairly and responsibly, including trying to find a mutually acceptable solution.



CONTACT INFORMATION

Questions about the Cancellation and Refund Policy should be sent to us at Info@thewritersjourney.co.uk

This document was last updated on **Tuesday, April 27, 2021**