

## **One Family Cancellation and Refund Policy**

### **Professional Development**

If you are unable to attend the course you are booked onto:

1. If you are unable to attend the course you are booked on, you may substitute, by prior arrangement and after notifying One Family, with someone else from your organisation.
2. Move the date forward to the same or training, by prior agreement with One Family. Bookings can only be transferred once.
3. Secure a refund if the cancellation is made one month before the scheduled training date.
4. Late cancellations (with less than 1 months notice) will incur a charge as follows:
  - 4 weeks before the course: 25% of the fee
  - 3 weeks before the course: 50% of the fee
  - 2 weeks before the course: 75% of the fee
  - Less than 7 days before the course: 100% of the fee
5. Please note that full payment is required at the time of booking to secure your place. If for any reason One Family need to cancel the training you will receive a full refund.

### **Parenting Supports Contracted from One Family and delivered within other settings (Community/Workplace etc.)**

1. One Family welcome opportunity to offer parenting supports in a range of settings. At the enquiry stage we will issue a quotation to the organization/company if we are moving towards an agreement.
2. Once we have agreed a day/time/fee and issued the invoice then we are formally in contract with the company/organization.

### **If you are unable to continue with the training you booked/contracted with One Family to deliver:**

3. The cancellation will incur the following charges :
  - 4 weeks before the course: 25% of the fee will be due
  - 3 weeks before the course: 50% of the fee will be due
  - 2 weeks before the course: 75% of the fee will be due
  - Less than 7 days before the course: 100% of the fee
4. You do have the option to move the training forward to another date to occur within 8 weeks of the original date with prior agreement with One Family.

### **Parenting E-Courses from [parenting.onefamily.ie](http://parenting.onefamily.ie)**

**There are 5 parenting courses available on this platform as of January 2021. The cost of e courses varies. The following applies to cancellations:**

1. If a parent books the wrong course and notifies us immediately, we will refund in full once we have evidence that there has been no engagement with the course content.
2. If a parent books the wrong course One Family can move them to another e-course without any cancellation or further payments incurred.
3. If a parent changes their mind more than one hour after making a payment, no refund can be made.

**Zoom/In Person Group Based Parenting Courses**

One Family offer a range of in person and zoom based live parenting courses. These courses run each term and parents are invited to make a payment to secure a place in any course offered to them. The following charges apply in relation to cancellations:

1. Fees are due in advance of the course starting. Zoom links will not be shared until payment has been received by One Family.
2. If a parent changes their mind in advance of the first session (usually an 8 week course) and notifies One Family a full refund will be arranged.
3. If a parent attends the first session and then changes their mind, no refund will apply.