



Educational Consultancy and Training
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January 2023 – Payment and Cancellation terms

Early Childhood Outreach is a small organisation. In order to keep our prices as low as possible, we have the following payment and cancellation terms for all bookings.

Payment terms

Online services – Access to online content will not be provided until the invoice has been paid, unless a purchase order is provided.

Large venue presentations- Tickets can be purchased by credit card through Trybooking before the event. For tickets purchased via invoice, a purchase order or full payment must be received before the event.

In-house training sessions – Payment for one-off training sessions should clear into the Early Childhood Outreach account before the training can go ahead.

Coaching and training packages – Invoice for each visit will be sent just before the planned visit with due date before the visit.

Cancellation terms

Zoom training, in-house training, pre-purchased tickets to central events and confirmed coaching visits are all subject to the following:

Cancellation by booker more than 2 weeks before the booked date – no cancellation fee, reschedule priority as below

Cancellation by booker with 1-2 weeks' notice- 25% of the event/ visit fee is payable*

Cancellation by booker with less than 1 week's notice – 50% of event/visit fee is payable*

*If travel is restricted due to short notice fire danger / flood, cancellation fees will not be charged

*If individual educators are unable to attend training sessions due to illness, access to online content will be provided for them.

If the presenter/coach cancels with less than a week's notice, due to illness or fire danger, a full refund will be made available if an alternate date/ coach is not available.

Priority for rescheduling

If payment has been made, and a refund is not requested, a new service booking date will be prioritised.

If a full refund is requested, or the due invoice has not been paid, a new date will not be confirmed until priority / paid bookings have been fulfilled.

Additional travel costs may be payable if the original booking quote relied on shared travel with another service.