



Educational Consultancy and Training

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January 2025 – 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 prerecorded online content will not be provided until the invoice has been paid, unless a purchase order is provided. Webinars for individual organisations must be paid for before the presentation.

All bookings will be invoiced in the month before the booking, with a due date before the booking. Timely payment is appreciated.

Cancellation terms

Face to face training cancelled within 7 days of the booking will be replaced by online on-demand content plus an optional online Q and A session in lieu of travel costs.

Zoom training cancelled within 7 days of the booking will be replaced with access to online on-demand content only.

Coaching cancellations – Observation visits will occur at the booked time and date, but reflection sessions may be rescheduled if the teacher is unavailable on the day of the visit.

Cancellations by the coach due to illness or emergency will be rescheduled as soon as possible, or full refund offered.

Travel will not occur on days of catastrophic fire danger. Online service will replace face to face if possible. Cancellations due to severe weather will be rescheduled as soon as possible, or a full refund will be offered.