

NEO PERINATAL LTD TERMS AND CONDITIONS

GENERAL

By using this website and booking a course with us, you agree to our terms and conditions. We will publish any future changes to these terms and conditions on this site.

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DISCLAIMER

We make every effort to ensure the content of this website is accurate and up to date but we do not accept liability for damage or loss caused by any error or omission.

We are not responsible for the content of any linked external sites. The inclusion of a link does not necessarily imply NEO PERINATAL's endorsement of the linked site.

All our classes are run by qualified antenatal teachers (some of whom are FEDANT accredited) who have undergone extensive training. *Please note, however, that they are not medically qualified.* Please see our website for information on our teacher's qualifications and FEDANT accreditation status'.

PAYMENT

20% despoit required to secure a place on a course.

Remaining payment is due on receipt of invoice.

Everyone is welcome to pay by instalments and we offer discounts for parents in receipt of benefits or on lower incomes. Please request further information from us when you enquire about your course.

If paying in installments, final payment due in full a minimum of 4 weeks prior to your course commencing.

Course prices are based on two people per booking, based on the number of hours of your course and the area of the UK it takes place.

REFUNDS AND CANCELLATIONS

We reserve the right to re-schedule or cancel due to unforeseen circumstances or due to low booking numbers. In the unlikely event that the course needs to be cancelled (such as sickness) all fees will be refunded.

Refunds will be processed and credited to your account within 30 days. Refunds will be processed by BACs only.

Perinatal Courses

You are free to change your mind and to cancel your place on our courses at any point, but please take note of the cancellation terms.

If cancelling prior to 30 days before the course begins we are able to return 80% of the full course cost. We only retain 20% of your initial deposit to cover administration costs.

If cancelling within 30 days of the course commencing but prior to 3 weeks before the course commences, we are able to return 40% of the full course cost.

If cancelling within 3 weeks of the course commencing we regret that we are unable to provide any refund. This is because we are unlikely to be able to back fill the place in time for the course starting.

If your course has commenced and you decide to cancel because you have changed your mind we are unable to offer any refund.

If your course has commenced and you are unhappy for any reason and decide to cancel we hope that you will share with us any concerns or problems you have with us, so that we can learn from them and make sure they don't happen again. In such a situation we would welcome the opportunity to discuss with you a reasonable refund that works for both parties.

If your baby makes an early entrance to the world and you are unable to attend the course we will be happy to return 80% of your payment and wish you good luck for the future. We only retain 20% of your initial deposit to cover administration costs.

If you are unable to take up your place on a course for personal reasons, we welcome the opportunity to discuss refund options with you that work for both parties.

Rebozo Sessions

You are free to change your mind and to cancel your Rebozo session at any point, but please take note of the cancellation terms.

If cancelling prior to 30 days before the appointment we are able to return 100% of the full cost.

If cancelling within 30 days of the appointment but prior to 2 weeks before the appointment, we are able to return 80%.

If cancelling within 2 weeks of the appointment but prior to 24hr before the appointment, we are able to return 50%.

If cancelling within 24hr of the appointment, we are able to return 30%.

TRANSFERRING TO ANOTHER NEO COURSE

If you would like to transfer to another NEO course after your course has started; this will be at the discretion of the trainer leading your course. If we transfer your booking from your current course to a different one, a £25 re-booking fee will apply to cover administration.

You will need to pay the difference if transferring to a more expensive course.

You will be refunded the difference if transferring to a less expensive course.

SHARING YOUR INFORMATION WITH COMPANIES AND ORGANISATIONS OUTSIDE OF NEO PERINATAL

As customer of NEO PERINATAL there are some things to do with your contact information that the law rightfully says we must protect tightly.

Our preferred way of contacting you is via email and SMS. This saves trees and time for all. We also sometimes use private social media chat rooms that you will have the option of consenting to or not during your course.

In line with the Companies Act 2006, we never share your contact information or personal details with anyone or any organization or company outside of NEO PERINATAL (including anyone on your course) without first seeking your prior written permission.

We may at times during your course share with you via our preferred communication methods (email / SMS) information about products and services that are relevant to the content of the course you are attending. The purpose of doing this is to provide educational value and not to promote other businesses.

We maintain secure information technology systems to protect your personal information from being stolen.

Updated: May 2016