

## **Mindfulness Association Billing and Cancellation Policy**

### **Payment**

Where a Mindfulness Association course comprises more than one weekend module, then the weekend modules are to be purchased on a monthly payment plan.

The fee for each course or weekend must be paid in full prior to the weekend start date. Payment for a course in full or commitment to a monthly payment plan and payment of the first instalment must be made at the time of booking. Failure to receive the course fees in adherence with these terms means that the Mindfulness Association reserves the right to request payment on the first day of the module, and if no such payment is made, to deny access to the module.

Invoices and payment receipts are available to customers upon request.

The Mindfulness Association accepts payments in UK pounds Sterling, online via credit/debit card, BACS bank transfer and via post by cheques from a UK bank.

### **Prices**

The prices quoted on this website and in our leaflets are correct at the date of publication (that is the earliest course date published within a leaflet) and for 90 days thereafter. Mindfulness Association reserves the right to adjust these prices in order to meet their true cost outside this period.

### **Cancelling Courses**

All cancellations must be made via e-mail to [info@mindfulnessassociation.net](mailto:info@mindfulnessassociation.net).

Cancellations to bookings made at least 8 weeks prior to the start date of the module will attract a full refund, provided that the cancellation request is received less than 60 days after the date of the booking.

Cancellations to bookings made less than 8 weeks prior to the start date of the module, or outside of the 60 day period, will attract no refund but there will be the option to transfer to another module, within 1 year. Therefore, bookings made less than 1 calendar month prior to the start date of the module will be non-refundable.

### **Transferring Courses**

If a delegate cannot attend a weekend of a course, the delegate must inform the Mindfulness Association of this, at least 8 weeks prior to the weekend, in

writing by email to [info@mindfulnessassociation.net](mailto:info@mindfulnessassociation.net). The Mindfulness Association will then do its best to provide the delegate with an opportunity to attend the missed weekend on an alternative course that the Mindfulness Association is running at another location or at the same location on a later date, subject to an administration fee of £25. The provision of an alternative course weekend cannot be guaranteed by the Mindfulness Association.

If a delegate cannot attend a retreat, the delegate must inform the Mindfulness Association of this, at least 8 weeks prior to the retreat, in writing by email to [info@mindfulnessassociation.net](mailto:info@mindfulnessassociation.net). The Mindfulness Association will then do its best to provide the delegate with an opportunity to attend the retreat on an alternative course that the Mindfulness Association is running at another location or at the same location on a later date, subject to an administration fee of £100. The provision of an alternative course weekend cannot be guaranteed by the Mindfulness Association.

### **Cancellation of Courses by The Mindfulness Association and Changes to Course Content**

The Mindfulness Association's courses are constantly updated and improved and the Mindfulness Association reserves the right to alter any of the courses' content without prior notice. Mindfulness Association reserves the right to cancel a course at any time without liability. In these circumstances, delegates will be offered an alternative date or a full refund.

### **Complaints**

Any complaints about the Mindfulness Association and its courses must be sent in writing by email to [info@mindfulnessassociation.net](mailto:info@mindfulnessassociation.net) and will be forwarded for consideration to the Mindfulness Association Board.

### **Mindfulness Association Privacy Policy**

#### **Overview**

The Mindfulness Association is committed to transparency over our use of data for everyone who accesses the site. Under the Data Protection Acts of 1984 and 1998, we must comply with certain regulations which are designed to ensure that any data you provide to us is processed with due care and attention.

#### **Internal Uses**

The personal data collected by the Mindfulness Association via this site consists of information such as your name, address, phone number, e-mail address, occupation and the courses you have attended.

Our primary purpose in collecting personal data is to provide you with a safe, smooth, efficient and customised experience. You agree that we may use your personal data to:

Process your course bookings, collect payments, send joining information and monitor your attendance on courses

Provide the services and customer support you request Resolve disputes and troubleshoot problems, deliver targeted marketing, advertising and service updates

*We do not store credit card details nor do we share customer details or personal data with any third party.*

### **Our contact with our customers**

Where we need to contact you in accordance with the 'Internal Uses' section above, we will generally do so via e-mail, but we may also contact you by phone or by letter on occasion.

### **Deactivation of your account**

If you indicate in writing by emailing to [info@mindfulnessassociation.net](mailto:info@mindfulnessassociation.net) that you wish your personal data to be removed from our customer database, we will remove your personal data within 10 working days of the request.

### **Accessing and correcting personal data**

If you indicate in writing by emailing to [info@mindfulnessassociation.net](mailto:info@mindfulnessassociation.net) that you wish to have a copy of the personal data stored on our database relating to you, we will send you a copy of this by e-mail within 10 working days of the request. If there are any inaccuracies in the personal data stored on our database relating to you, please inform us in writing by emailing to [info@mindfulnessassociation.net](mailto:info@mindfulnessassociation.net), and we will correct the data on our database within 10 working days of the request.

### **Information Security**

The Mindfulness Association is committed to handling your personal data with high standards of information security. We use computer safeguards and authorise access to personal data only for those Directors or employees of the Mindfulness Association who require it to fulfil their job responsibilities. The Mindfulness Association uses secure servers operated by Infusionsoft Inc. to host and process it's database of personal data.

## **Policy Changes**

Any policy changes, either due to business reasons or future changes in legislation, will be posted on this page and, if substantial, may be promoted on the website or through e-mail notification.