

# Terms of Service

By proceeding to book and pay for CTI/CTTN courses, workshops, etc., I agree to the terms of service.

1. Workshop places are allocated to participants on a 'first come, first served' basis.
2. Payment in full secures the reservation (Payment can be made on this webpage using trusted UK payment system or direct transfer to an account, you will receive an invoice).

## **Cancellation Policy**

1. We may have to cancel an event due to an event outside our control. This will always be done by email.

2. If we have to cancel an event for any of the reasons and you have made any payment in advance for the event, we will refund these amounts if we cannot transfer you to a different event (face to face or on ZOOM).

3. If a participant wishes to cancel, they must do so in writing to [info@complextraumainstitute.org](mailto:info@complextraumainstitute.org) and then they will be entitled to the following refund:

- If you cancel less than 3 weeks prior to the event start date – 100% of the price will be charged for the event
  - More than 4 weeks prior to the event start date – 35% of the price will be charged for the event

Please Note the above conditions apply regardless of unforeseen circumstances such as transport strikes, weather conditions, accident or illness.

How we may use your personal information: By providing your personal information on the booking form you are agreeing to us processing and holding it for the purposes of the event, processing your payment for the event.