



www.thekidcalmer.com

Guarantee and Refund Policy

It is important to the way that I work that I maximise the impact of everything we do, therefore if you are not happy, you can let me know at richard@thekidcalmer.com and I'll make sure my team do their best to put things right.

For all services payment is taken in advance as due to the nature of our work we will have already begun work for your family. Fees are generally taken in advance unless agreement has been made to split the payments.

For visits and Skype consultations

We will refund your money if we do not find a way forward for you, minus reasonable expenses occurred, such as travel or accommodation.

What do I need you to do?

Tell me at the time (although I'd probably be telling you). This does not apply if I have already finished the consultation, as we will have worked out a way forward.

Cancellations

You must cancel any visits or Skype consultations more than 72 hours in advance. Failure to do so will result in the full fee being liable. In the event of you purchasing time less than 72 hours in advance fees are non-refundable.

For electronic documents, resources, online courses or Help My Child Grow membership purchased from us

You have a 14 day money back guarantee from the date of your purchase. As these items are delivered electronically it is taken they are received on the day of purchase. For items delivered to you, you have 7 days from the date we delivered them to return them.

What do I need you to do?

Email us at enquiries@thekidcalmer.com and tell us why you want a refund (so that we can improve it for the next person).

Coaching Programmes and Events

Implementation of the support through any of our coaching programmes or live events is entirely down to you. Therefore payments are non-refundable and so not covered by this guarantee. If you are unable to attend any part of these then you are not entitled to a refund, you can however chose to send a substitute in your place.

You have a 14 day cooling off period, however in the event of coaching or an event taking place within those 14 days, this expires at the point you attend or are due to attend any part of this programme or events.

You are responsible for your own costs in relation to attending programmes or events (including, but not limited to travel, accommodation, internet access or technology purchases).