

Bayliss & Grove Ltd**Refund and Cancellation Policy****Version:** 1.1**Date:** November 2025**Owner:** Director

We aim to provide clear, fair terms for all bookings and services.

1. Pre-Booked Training

- All training sessions must be booked in advance.
- Refunds are only available if cancellation is received at least 14 days (2 weeks) before the scheduled session.
- No refunds will be issued for cancellations made within 14 days of the session date.

2. Hourly Rates & Packages

- Consultancy services charged at an hourly rate, or purchased as packages, are non-refundable once booked and confirmed.
- This applies to both partially used and unused packages.

3. How to Cancel

- All cancellations must be submitted in writing to: info@baylissandgrove.co.uk.
- Please include your name, booking reference (if applicable), and the session or package details in your email.
- Cancellations are only valid once confirmed by Bayliss & Grove Ltd in writing.

4. Transfers & Substitutions (Training Only)

- If you are unable to attend a training session, you may nominate a substitute participant to take your place.
- Requests for substitutions must also be made in writing to info@baylissandgrove.co.uk prior to the session.

5. Session Changes by Bayliss & Grove Ltd

- In the unlikely event that Bayliss & Grove Ltd must cancel or reschedule a training session, you will be offered:
 - A transfer to a future session, or
 - A full refund of the session fee.

6. Non-Attendance

- Failure to attend a booked training session without prior written cancellation will result in the full fee being charged.