**Terms of Service**

By clicking the Submit button, 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 GoCardless or Squire trusted UK payment system or direct transfer to an account).

**Cancellation Policy**

1. We may have to cancel an event due to an event outside our control. Participants will always be notified via email.

2. If we have to cancel an event for any reason and participants have made a payment in advance, we will refund these amounts if we are unable to transfer a ticket to a different event (face to face or over ZOOM).

3. If a participant wishes to cancel, they must do so in writing to 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.
* If you cancel more than 4 weeks prior to the event start date – 50% of the price will be charged for the event.
* Alternatively, you can choose to be transferred to a different event (once)

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 for us to use this information for processing your booking, holding it for the purposes of the event and processing your payment for the event.