

Refund Policy

Last Updated: 25/10/2023

Introduction

Welcome to Jodie Goodchild's website and services. We value your satisfaction and trust in our offerings. This Refund Policy outlines the terms and conditions governing refunds for our services. By using our services and purchasing our packages, you agree to the terms and policies described herein.

1. Statutory Right to Cancel

- 1.1. The Consumer Protection (Distance Selling) Regulations 2000 provide specific rights to consumers who purchase our services through distance selling methods, such as online transactions. These regulations grant you certain protections and statutory rights regarding refunds, which are outlined below.
- 1.2. If you are a consumer as defined by the Consumer Protection (Distance Selling) Regulations 2000 and have purchased our services through distance selling methods, you have the statutory right to cancel your contract within a specific period. This "cancellation period" typically begins from the moment your contract is formed and continues for 14 days. However, please be aware that certain exceptions may apply, and the specific duration of the cancellation period may vary based on the services provided.
- 1.3. To exercise your statutory right to cancel, you must provide us with written notice of cancellation within the 14-day cancellation period. This notice should clearly express your intent to cancel the contract, and it

- should be sent to our designated contact information, which will be provided at the time of your purchase.
- 1.4. Upon receiving your valid notice of cancellation, we will promptly initiate the refund process. This includes the reimbursement of any payments made by you, including the cost of standard delivery if applicable. Please note that any supplementary services or delivery methods beyond standard delivery will not be refunded.
 - 1.5. We will process your refund without undue delay and, in any event, within 14 days from the day on which we receive your valid notice of cancellation. The refund will be made using the same payment method that you used for the original transaction unless you have expressly agreed otherwise.
 - 1.6. The statutory right to refunds does not apply in certain circumstances, including but not limited to situations where services have been fully performed within the cancellation period at your express request.
 - 1.7. If you have used the services during the cancellation period and their value has been diminished as a result, you may be held liable for the diminished value. This means that the refund may be reduced to account for any use or damage to the services.

2. Non-Refundable Digital Workshop Purchase (Standard & Premium Packages):

- 2.1. Payment for the acquisition of the digital workshop packages (Standard & Premium Packages) is non-refundable, and once purchased, these packages cannot be refunded under any circumstances. This policy is in place for the following reasons:

- a. **Instant Access to Digital Content:** Upon purchase, clients gain immediate access to the digital workshop materials, allowing them to benefit from the knowledge and resources provided. This instant accessibility makes it impossible to retrieve or restrict the use of the content after purchase, thus rendering refunds unfeasible.
- b. **Protection of Intellectual Property:** The digital workshop packages consist of proprietary content and intellectual property owned by Jodie Goodchild. Refunding such materials would undermine the protection of these valuable assets and could lead to unauthorised dissemination of the content.
- c. **Fair Use of Intellectual Property:** By purchasing the digital workshop packages, clients agree to respect and adhere to intellectual property rights, refraining from any form of reproduction, distribution, or unauthorised use. Refundability could potentially incentivise misuse or unauthorised duplication.
- d. **Client Responsibility:** Clients are encouraged to make informed decisions before purchasing the digital workshop packages. It is their responsibility to assess the relevance and applicability of the content to their needs prior to acquisition.
- e. **Consistency and Fairness:** To maintain a fair and consistent policy for all clients, regardless of individual circumstances, the non-refundable nature of digital workshop packages is upheld without exception.

3. **VIP Package Booking Terms and Refund Policy:**

- 3.1. For the VIP package, which includes a virtual workshop session conducted by Jodie, the following terms and refund policy apply:
- a. **Booking Confirmation:** Upon the purchase of the VIP package, you will be contacted within 24 hours to book your virtual workshop session. This prompt contact ensures a smooth and efficient scheduling process.
 - b. **Confirmation Deadline:** It is imperative that purchasers confirm a workshop date and time within 7 days of their purchase. This requirement is essential to facilitate the booking process and to ensure that clients have sufficient time to schedule their sessions. Failure to confirm a date within this timeframe may result in the forfeiture of the VIP package.
 - c. **Scheduling and Completion:** The VIP package must be booked and completed within one month of the initial purchase. This timeframe is established to provide clients with a reasonable window to engage with the VIP session. We encourage clients to make the most of this opportunity in a timely manner. Please note that we reserve the right to withhold refunds for the VIP package if it is not scheduled and fulfilled within this one-month period.

4. **VIP Package Workshop Rescheduling and Cancellation:**

- 4.1. **Rescheduling:** If you need to reschedule a confirmed workshop date for the VIP package, please notify us at least 7 days in advance of the scheduled date. We understand that unexpected circumstances may arise, and we will make our best efforts to accommodate your request and find a suitable alternative date that aligns with your availability.

- 4.2. **Cancellation by You:** In the event that you need to cancel your VIP package booking, please notify us as soon as possible. Please note that our refund policy, as outlined above, applies to cancellations, and any refunds will be subject to the terms specified. Additionally, please be aware that a cancellation fee of £500 will be applied if you choose to cancel your VIP package after booking and payment have been made. This fee is implemented to cover administrative and scheduling costs associated with the cancellation.
- 4.3. **Cancellation by Us:** We reserve the right to cancel a workshop session due to unforeseen circumstances, including but not limited to technical issues, instructor unavailability, or other extenuating circumstances. In such cases, we will make every effort to reschedule the session at a mutually convenient time or provide a full refund, offering you the flexibility to choose the option that best suits your needs.
- 4.4. **Rescheduling Limits:** If you find it necessary to reschedule a VIP session more than twice, we reserve the right to charge an additional rescheduling fee. The specific details of this fee will be communicated to you at the time of the rescheduling request. We aim to balance flexibility with administrative considerations and ensure that the scheduling process remains efficient and manageable.

Contact Information: If you have any questions or require assistance with our refund policy, please contact us using the information below:

- **Email:** jodie@jodiegoodchild.com

This refund policy outlines our commitment to transparency and fairness in refund matters and provides specific guidelines for the different packages, rescheduling, and cancellations. Your satisfaction is important to us, and we aim to provide a clear and consistent policy for your convenience.