

## 1. Instructions for Cancellation

### *Right to cancel*

You have the right to cancel this contract within 14 days without giving any reason. The cancellation period will expire after 14 days from the day of your order or booking confirmation date (whichever is later). To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or e-mail). You may use the attached model cancellation form, but it is not obligatory. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### *Effects of cancellation*

If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us). We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of use or unnecessary handling by you. We will make the reimbursement without undue delay, and not later than:

- (a) 14 days after the day we receive back from you any goods supplied; or
- (b) if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, or Bank Transfer; in any event, you will not incur any fees as a result of the reimbursement.

*You do not have a 14 day cancellation period or an automatic right to cancel or receive a refund on purchases of:*

- Goods made to your specification (such as bespoke coaching or training events, Coaching Quality Mark registrations & plaques).
- Training courses (including Masterclasses) where the cancellation is made less than four weeks from the course start date.
- Recordings and software that have been unsealed.
- Digital downloads, once the download process has started (this includes all website memberships, licences/trainer resources & training programmes where the user has logged in)

2. Our contact details are: COACHINGINSCHOOLS.COM LTD, Copia House, Great Cliffe Court, Great Cliffe Way, Barnsley, S75 3SP. Telephone: 01636 351 352. Email: accounts (at) coachinginschools.com

3. You can also electronically fill in and submit the model cancellation form or any other clear statement on our website [<http://www.coachinginschools.com/get-in-touch/>]. If you use this option, we will communicate to you an acknowledgement of receipt of such a cancellation on a durable medium (e.g. by e-mail) within 2 working days.

4. We may withhold reimbursement until we have received any physical goods back and inspected them for damage.

5. You shall send back any physical goods to COACHINGINSCHOOLS.COM LTD, Copia House, Great Cliffe Court, Great Cliffe Way, Barnsley, S75 3SP, without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired. You will have to bear the direct cost of returning physical goods. The cost is estimated at a maximum of approximately £25 GBP. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

6. If you requested us to begin the performance of services during the cancellation period, you shall pay us an amount which is in proportion to what has been performed until you have communicated us your cancellation from this contract, in comparison with the full coverage of the contract.

### **Model Cancellation Form**

To: COACHINGINSCHOOLS.COM LTD, Copia House, Great Cliffe Court, Great Cliffe Way, Barnsley, S75 3SP

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract of sale of the following goods [\*] / for the supply of the following service [\*]:

Ordered on (day/month/year):

Name of consumer(s):

Signature of consumer(s): (only if this form is notified on paper)

Name of school/organisation:

Today's date:

[\*] Delete as appropriate

This form may be posted or emailed to us by entering the details at <http://www.coachinginschools.com/get-in-touch/> or by phoning us on 01636 351 352 and we will confirm this by email for you within 24 hours of receipt.