

Refund and Cancellation Policy

The Centre for Learning and Practice Development (CLPD) is a social enterprise which relies on bookings being honoured to sustain itself. We have limited spaces on our trainings, and we do need to charge for each space that is taken up. By booking with CLPD, you agree to our *Refund and Cancellation* policy. We thank you for your understanding and co-operation.

Organisational Trainings

Partial refunds in case that a participant can no longer make it to the session are not possible. Within specific timeframes (see *Organisational Booking Timeline* policy), participants unable to attend can be swapped for a different person. This is only possible for participants who have not started the eLearning modules.

A full refund can be facilitated if the booking is cancelled at least thirty days before the eLearning starts.

Open Session Trainings

Refunds are only allowed in case that training@womensaid.ie is contacted within 24 hours of the booking being made.

In case that a participant can no longer attend a scheduled practice session, they can get in touch with training@womensaid.ie to be moved to a different date, if available. Due to the administrative burden, we are unable to facilitate more than one swap. This swap can only be facilitated when communicated at least seven days prior to the practice session.

If no other date is available and the participant has not yet started the eLearning modules, the participant's space can be given to a different person. This swap can only be facilitated when communicated at least seven days prior to the practice session.

Self-led Trainings

Refunds are only allowed in case that training@womensaid.ie is contacted within 24 hours of the booking being made. This is only possible for participants who have not started the eLearning modules.