

Events: Terms & Conditions

General

Your booking is not confirmed until we have received your deposit (or full payment).

Payment is made through the secure website of Stripe payment system.. You will receive confirmation of payment via email. Please email jo@thewritecoach.nz to request a full receipt.

a) a cancellation made more than 60 days prior to the event day will be refunded minus an an administration fee of \$50

b) a cancellation made less than 60 days but more than 28 days before the event will be refunded minus an administration fee of \$75

c) a cancellation made less than 28 days but more than 14 days before the event will be refunded 50% of the total payment

d) No refunds are provided for cancellations made fewer than 14 days before the event begins

If you need to cancel, please do so in writing to jo@thewritecoach.nz. We will confirm via email that we have received your cancellation and that we have processed your refund (as applicable).

Please note that due to contractual obligations with our suppliers, we cannot make exceptions to the cancellation policy, regardless of the reason for cancellation. Many credit card companies have some cancellation insurance if you need to cancel at the last minute due to unexpected developments, and we recommend you check these policies, and, of course, that you always have travel insurance.

COVID-19

We will follow all current government protocols and guidelines concerning COVID-19.

This includes, but is not limited to, mask wearing, scanning in, distancing and vaccination passports. Cancellation policies still apply to anyone who is unable to attend because they do not meet the travel guidelines concerning vaccination or quarantine.

Please write to us if you have any questions or concerns about our policy.

Faculty Cancellations

All announced presenters for events confirm their planned appearance at the event with us in writing. On occasion a presenter may cancel their planned appearance due to unforeseen circumstances. We announce any programme changes as soon as possible. Please note, however, that the regular cancellation policy applies and we cannot issue different refunds if a presenter is no longer able to attend. We will always offer the same number of workshops and keynotes