



Cancellation policy

- Becky Hughes Training operates a policy that sessions missed or cancelled with less than 24-hours notice are non-refundable or transferable
- Sessions cancelled by you with more than 24-hours notice can be rescheduled
- This policy excludes sessions missed due to any long-term condition you experience which significantly impacts on your daily life (particularly if you are on active treatment and experience anything which comes under the list of “red flags” – I cannot train you under these circumstances and don’t expect you to pay). If this applies to you, we can reschedule any session as needed
- If your booking is cancelled due to unforeseen circumstances that relate to my ability to work on that occasion, I will reschedule it at our mutual convenience and the earliest possible opportunity, and no fee will apply

Communication regarding cancellations

- I prefer that clients communicate required changes or cancellations for bookings that are less than a week away via WhatsApp – outside of business hours, I do not always check my email inbox, and therefore may not be able to acknowledge your message
- Clients are often apologetic regarding contacting me outside of business hours, which I really appreciate! Please know that this isn’t necessary – as a self-employed person, I set my own policies, and am aware that this means that there are times when I may receive messages when I’m not on the clock. I will endeavour to respond as soon as I can, so that you are at least aware that I have received your message