

TERMS & CONDITIONS & CANCELATION POLICY

ONLINE WORKSHOP &
WEBINARS

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Our terms and conditions have been carefully crafted to safeguard the rights of consumers and uphold the standards of excellence we strive to maintain as service providers. In the case of in-person workshops held at physical locations, a significant amount of time, effort, research, and financial resources are invested even before the workshop is announced. As the workshop date approaches, these investments grow substantially. Therefore, when signing up for a workshop this signifies a mutual commitment: we commit to delivering the service as promised to ensure everyone's satisfaction, while you commit to attending the workshop.

This shared commitment becomes increasingly important as the workshop date nears, as last-minute cancellations, whether for valid or invalid reasons, can disrupt the event with negative repercussions for both organizers and other attendees. Hence, our terms and conditions are structured to mitigate any adverse effects in the event of a cancellation. Refunds under such circumstances, are considered exceptions and will be granted solely at our discretion, following the guidelines outlined in the terms and conditions.

BWVISION.COM - JOEL TJINTJELAAR

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- 1. No refunds after attending the workshop** - No refunds will be issued after attending the workshop/webinar. Refunds will only be considered before the workshop has taken place within the parameters specified in the terms and conditions below. We intend to ensure fairness and transparency in all interactions, and we appreciate your understanding and cooperation in adhering to these policies.
- 2. Cancellation before and after August 11, 2024**– A cancellation by the client made before August 11, 2024, will be refunded in full, minus a commitment fee of 30% of what has been paid. This is also to cover for administrative and organizational costs. Any cancellation by the client made on or after August 11, 2024, will mean that BWvision retains the total cost of the workshop unless the client has a replacement to fill their place. In that case, the payment will be refunded in full to the client who cancels after payment in full by the replacement has been made.
- 3. Fair play and openness in communication** - It is within the rules and the spirit of fair play, openness, and honesty that the student must communicate any supposed failure or omission by the workshop instructors on the spot and immediately to the workshop leader. This gives the workshop instructor a fair opportunity to respond and follow up on an alleged failure or omission. It must be emphasized that it is not within the spirit of fair play and openness to complain after the incident or after the workshop if this incident has not been communicated clearly and unambiguously on the spot when it happened, as described in this clause. The workshop leader will make note of this incident, the conclusion, and eventual follow-up actions.
- 4. Only payments in full** - All workshops, mentorships, or workshops, online or in real life, can only be paid in full and in advance to ensure a seat.
- 5. Alternative workshops after cancellation or change** - BWvision reserves the right to change or cancel a workshop. When such a change or cancellation becomes necessary, you will be notified, and you will have the choice of accepting the change or taking an alternative and comparable workshop that we will offer as a replacement.
- 6. Unforeseen absence of workshop leader** - In the event of the specified workshop leader being unable to attend due to illness or other circumstances beyond our control, then another workshop leader will be provided. If this is not possible, then the workshop will be cancelled and rescheduled.
- 7. Changing itinerary and activities** - The itinerary and activities have been planned meticulously but we always anticipate new insights and evolving situations. Therefore, the itinerary and activities as announced must always be taken as an accurate indication of what has been planned to the best of our knowledge at the time of planning. If the activities change due to unforeseeable circumstances that disrupt online activities severely, we will find meaningful replacements instead but only for the duration of the disruptions. When activities and itineraries change, they will always only change without devaluing the main objectives of the workshop.