

18.0 Fees and Charges Policy

Policy Rationale

The Empathy Initiative supports a fee system that is affordable and accessible to all schools and ensures the program maintains viability.

Procedures

Bookings

A tentative booking will be made and held until the full payment has been received. Full payment is required within 7 days to secure the booking.

All details will be confirmed at the time of the booking and again in the week prior to the first scheduled session.

You must pay all The Empathy Initiative accounts when booking in via Direct Debit from a Bank Account or by Credit Card (Visa and Mastercard only). Fees and charges for The Empathy Initiative Services are subject to change. Please refer to our website www.jeremykalbstein.com/the-empathy-initiative for up to date fees and booking terms and conditions.

Bookings are payable via EFT, direct debit or credit card. Additional charges may apply when paying by credit card.

Cancellation

In the event of cancellation by the school, our policy states, a full refund will be given, provided we receive notification of cancellation at least 7 days prior to the scheduled booking date. A 50% refund will be provided up to 48 hours prior to the scheduled booking date and cancellations received less than 48 hours before the scheduled booking, are not entitled to a refund.

In the event of a booking requiring rescheduling due to facilitator illness or unavailability, the cost of the course will be refunded in full, or alternatively rescheduled at a later date.

Fees

Fees will be set annually as part of our annual budget process.

Version control date: May 2022

To be reviewed: December 2022