

Payment, cancellation and delivery policies

Payment Terms

After signing up for the training or course, the participant will receive a confirmation email containing the payment amount of training or course. The invoice will be sent within 10 days after registration. The total amount must be paid within 30 days. Participation in the training or course is guaranteed if the amount is transferred to the bank account of Gladwell Academy BV within 30 days.

Cancellation Policy

If the training or course is cancelled, the participant shall be notified by email or telephone. This will take place at least 7 days before the starting date of the training.

When cancellation of the training or education by Gladwell Academy occurs, Gladwell Academy will offer participants an alternative date and / or location. If the participants agree on the alternative, Gladwell Academy will register the new date / dates. The participant of Gladwell Academy will then receive a new confirmation containing the alternative date. If the participant does not accept the alternative offered, the training will be canceled free of charge and will be refunded within two weeks.

Changes or cancellation by the participant is free of charge up to 14 days after the registration. After this period it is not possible to change or cancel registration free of charge and participant will be charged the following costs:

- If canceled € 175- administration costs will be charged to the participant.
- If cancellation occurs between 8-6 weeks before the start of training or course, 50% of the subscription price will be charged to the participant.
- If cancellation occurs between 5-3 weeks before the start of training or course 75% of the subscription price will be charged to the participant.
- If the participant cancels within 2 weeks before the training 100% of the subscription price will be charged.

This does not apply if the participant is replaced by a colleague. This remains possible up until the (first) day of the training. In all other (exceptional) situations, which do not apply to the above conditions, the course of action will be determined by the Gladwell Academy management.