

TERMS AND CONDITIONS

OLIVE TREE NEURODIVERSITY LTD.



PAYMENTS

All payments must be made within 7 days from the invoice date. If no payment has been made ahead of the date and time of the scheduled session, no tuition/coaching will take place.

CANCELLATIONS

YOU MAY CANCEL YOUR SUBSCRIPTION AT ANY TIME.

Depending on the option you chose, the subscription will run from month to month or from year to year. You will continue to have access to the material for one calendar month after your final subscription fee have been deducted, or until the end of the subscription your you have paid for.

Due to the nature of the programmes, we cannot issue full refunds once the programme has commenced. You have a 14-day cooling off period, but once you have been provided with a personal support plan or resources, you will be charged pro-rata for the services you have used, including planning time, resources and coaching calls, plus a £20 bank admin fee to issue a refund.

BOOKING YOUR CALLS

Pay monthly and annual membership is limited to one coaching call per subscription month. Coaching calls must be booked in advance using our online booking system.

NON-ATTENDANCE

A reasonable notice period of 24 hours is required for cancellations on a group coaching calls that you have booked. In this case you may book another coaching session within the calendar month of your subscription. If you give less than 24 hours notice you will unfortunately forfeit the credits for that month's coaching call, but you may still access the recorded resources.