

Storied Selves Terms and Conditions for individuals booking workshops:

effective as of 1st February 2021-*to be read in conjunction with the Storied Selves Privacy Policy*

•This policy encompasses the terms and conditions for individuals booking workshops.(The terms and conditions for Organisations will be provided separately on request at the stage of commissioning.).

•Please read the full Terms and Conditions in conjunction with this Privacy Policy, before booking and paying for workshops, and ensure you confirm you agree on the relevant links, *before* booking and paying for workshops.

•Please note that *Storied Selves* may alter this policy from time to time, by updating this page. *You should check this page from time to time to ensure that you are happy with any changes.*

Terminology for the purpose of this Policy

- *Writing for Wellbeing for the Community* **W4WCom**
- *Writing for Wellbeing for those in Healthcare-related fields* **W4WHC**
- *Block or blocks of workshops* refer to the group of 4 themed workshops either in the W4WCom block or W4WHC block
- *Calendar day* includes Saturday and Sunday (as opposed to working days which are conventionally Monday-Friday)
- *Calendar month* denotes the first day to the last day of that particular month
- *Evaluation forms* refer to the customer feedback forms I will issue after the workshops you attend.

Booking Process

- All workshops are bookable by **Eventbrite** (www.eventbrite.co.uk), **via the relevant links on the respective W4WCom and W4WHC workshop pages.**
- I will communicate with you through Eventbrite and or/email from the contact details provided to me as a business with Eventbrite. All information that needs to be retained for the purposes of this business,(please see **Privacy Policy for what this may constitute**) will be kept securely and centrally, in an encrypted password-protected file, on one computer that only I have password protected access to.
- Your email address will only be held for sending **evaluation forms** out after the workshop/s which you attend, but I will delete your emails month after each booking from my encrypted files, irrespective as to whether you decide to return the evaluation form.

*Please see the **Privacy Policy** for more detailed information on the above terms.*

Refund Policy

- Cancellations and requests for refunds must be made in writing, initially via **Contact Organiser link on the Eventbrite on your Eventbrite account.****If this does not work for any reason, please contact me via the Contact Form on Storied Selves website, which connects directly to my monitored email address.**
- **Refunds** will be issued under these conditions:
 - If **you** cancel your place within **7 calendar days** or less of the booked workshop date, no refund will be issued.
 - If **you** cancel **21 calendar days** or less before the booked workshop date, a 50% refund will be issued.
 - If **you** cancel **22 calendar days** or more days before a booked workshop, you will receive a full refund.
- If **I** have to cancel the workshop due to unforeseen circumstances/ less than three participants have booked(,minimum to run the workshop), I will contact you with as

much notice as possible, and I will endeavour to issue full refunds within **three calendar days**.

Waiting list for workshops that are fully booked

Please select the waiting list option on Eventbrite booking form if all the workshop options are sold out, and I will contact you as soon as a place becomes available.

Transfer of bookings for workshops

Bookings are NOT transferable to another workshop, as each group runs independently, but you can cancel the original date, request a refund if you meet the above criteria, and make a fresh booking and payment for the alternative workshop if you wish.

Customer Feedback-Anonymised Evaluation Forms

Feedback from you is invaluable for me as a business proprietor offering a service for wellbeing and personal development, in order to improve my service and future workshops.

- It is therefore an integral, routine part of my practice to send all participants in my workshops, an **evaluation form**.
- These will be in **Google forms format**, and will be set so as not to require your name, but for the **WCWHC**, I will ask simply for your healthcare profession status e.g. medical student, nurse etc. This will help me tailor future workshops for future blocks.
- I may use selected anonymised extracts of quotes from the evaluation forms for **business marketing purposes**, on the *Storied Selves* website only. (N.B. links to the website will of course be advertised as a whole on Social Media so anyone accessing the website will see anonymised comments).

*Please see the **Privacy Policy** for full details of all the above, including how to withdraw consent for anonymised quotes to be used.*

Complaints/concerns for individuals and organisations

I always endeavour to offer a personalised, high quality experience service to everyone I work with, and it is my priority that anyone who joins my workshops are able to feel comfortable and safe, so as to enjoy their experience.

If there are **any** concerns at all before, during or after a workshop, please do not hesitate to contact me directly via the **Contact Form** on the *Storied Selves* website, and I will respond promptly, so that we can resolve any issues swiftly together.

Thank you very much for taking the time to read this policy, and your interest in *Storied Selves*.

I am very much looking forward to meeting you at the workshop!