

## Cancellation conditions

The following cancellation conditions are applicable for our Open House Customer Experience Masterclass registrations:

- You can cancel without any costs up to two months before the start of the CX Masterclass you have registered for. If you cancel between two months and one month before the start of the CX Masterclass you have registered for, we will charge you 50% of the price. If you cancel less than one month before the start of the CX Masterclass you have registered for, we charge the full CX Masterclass price.
- Delegating a replacement participant instead of cancellation is possible in consultation with us.
- Postponing your participation to the next upcoming CX Masterclass is possible. If within 21 days before start, we charge € 200 to cover hotel arrangements costs.
- If you do not appear on the first training day, we will mark this as a cancellation. Similarly, if you are unable to attend the entire CX Masterclass, the full course fee will remain due and the hours missed will lapse.
- Should one of the trainers be unable to host the Masterclass, the entire Masterclass is hosted by the other trainer.
- Should a full cancellation of a Masterclass occur from our side, all participants are informed as soon as possible and eligible to choose a seat in, or delegate a replacement for, one of the later scheduled Masterclasses to no extra costs.

Please confirm a cancellation, delegation or postponement for an Open House Customer Experience Masterclass by e-mail to [irene@nienkebloem.nl](mailto:irene@nienkebloem.nl).