

## Cancellation conditions

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

### 1. Cancellation of your CX Masterclass

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, provided you inform us at least 4 weeks in advance. If you want, we can transfer your registration to a later edition of the CX Masterclass (see 2.).

### 2. Postponing your CX Masterclass

Postponing your participation to an upcoming CX Masterclass is possible. But, if you cancel and postpone within one month before the CX Masterclass (of your original choice) starts, we will charge you the non-refundable (reservation) costs of 500 euros excluding VAT.

### 3. No-show on training days: full fee due unless discussed

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 -or- we can work something out (see point 1) so just stay in touch with us.

### 4. Trainer change: alternate trainer hosts

Should one of the trainers be unable to host the Masterclass due to unforeseen circumstances, the entire Masterclass is hosted by the other trainer.

### 5. Full cancellation by us: choose later CX Masterclass at no costs

Should a full cancellation of a CX 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 CX Masterclasses to no extra costs.

### Contact via email for any changes: [graciela@nienkebloem.nl](mailto:graciela@nienkebloem.nl)

All communication around possible cancellations, delegations or postponements for the Masterclass are to be done by e-mail to Graciela Duran, who arranges and coordinates everything for us and for you.