



Eleanor Silverberg, Jade Self Development Coaching
Grief Specialist *In Sickness, Death, Divorce or Other*
Social Worker, Author, Speaker
www.eleanorsilverberg.com

Refund and Payment Policy

Workshop/Presentations:

- Payable upon receipt of services.
- If the event planner cancel four weeks before the event: there is a 20% charge for administration and holding the booking date
- If the event planner cancels two weeks before the event: there is a 35% charge for administration and holding the booking date.
- If the event planner cancels one week before the event: there is a 50% charge for administration and holding the booking date.
- If the presenter cancels, there is no charge.

Groups:

- Prepaid.
- Full refund if the facilitator cancels the group prior to the start date.
- Full refund up to two weeks before the group begins when participant cancels.
- Per session fee of \$50 charged up to 2nd session.
- No Refund provided after the 2nd session.
- \$30 Fee withheld from refund for cancellation less than two weeks before group begins.
- \$50 per week fee withheld from refund for cancellation up to the 2nd week after the group begins. After the 2nd week, there is no refund.

Individual:

- Prepaid
- Full refund if the counsellor cancels the session.
- When the client cancels the session less than 24 hours prior, the client is charged 50% for the session at the discretion of the counsellor.
- In the case of package discounted prepaid sessions (e.g. 3 weekly), if the client requests a date change after the first session that extends a reasonable time beyond the original arranged dates, the remaining sessions, regardless of the circumstances, are no longer discounted and the client is required to pay the balance prior to the next session. It is also left to the discretion of the counsellor whether to continue with the discounted prepaid sessions with this client.



Eleanor Silverberg, Jade Self Development Coaching
Grief Specialist *In Sickness, Death, Divorce or Other*
Social Worker, Author, Speaker
www.eleanorsilverberg.com