



Booking

At Balanced Educators we welcome everyone. Both online spaces and in person gatherings, we aim to build a calm, safe environment for all members of our community. We ask that as a member of our community you respect your fellow educators along with our coaches.

- All group coaching sessions, 1:1 sessions and Coaching Clusters can be prebooked online via the website.
- We recommend you log in to the online session 10 minutes before the start time.
- Bookings must be made 24 hours before the start time of the coaching session.
- If a group coaching event is fully booked, you will be added to the waiting list and notified if a space becomes available.
- Any enquiries regarding bookings must be directed to bookings@balancededucators.co.uk

Cancellations and Booking Amendments

At Balanced Educators we know that life can get in the way. This policy is in place to protect both our members and our coaches.

- You may cancel a pre-booked 1:1 coaching session or group coaching session up to 24 hours before the start time without incurring any charges.
- Cancellation of bookings made between 24 – 12 hours prior to the start time of the booking will incur a 50% charge.
- If you fail to attend your 1:1 coaching session or group coaching session you will be charged in full.
- If you need to alter the date or time of a 1:1 coaching session please contact bookings@balancededucators.co.uk a minimum of 24 hours prior the start time of your coaching session to avoid incurring charges.
- If a coaching session is cancelled via Balanced Educators your booking will be transferred to another date, credit your account or offer a full refund.

Returns of Goods

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at info@balancededucators.co.uk. Please note that returns will need to be sent to the following address:

39 Louis Drive East, Raleigh, BFP, SS9 9DU, United Kingdom

If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted. Please note that if your country of residence is not United Kingdom, shipping your goods may take longer than expected.

You can always contact us for any return questions at info@balancededucators.co.uk.

Damages and Issues

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged, or if you receive the wrong item, so that we may evaluate the issue and make it right.

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we've received and inspected your return to let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we've approved your return, please contact us at info@balancededucators.co.uk.