Terms and Conditions

*Calm Begins with Me and Calm Folkie*

The following Terms and Conditions incorporate the Calm Begins with Me Programme and Calm Folkie Breathing Buddy.

Calm Begins with Me is 4-week wellbeing programme for children & families teaching emotional regulation skills incorporating mindful breathing, mindful movement and mindful crafts. The total price of the programme is £222 and includes craft box, and Calm Folkie breathing buddy. The Programme is to be paid in full prior to sessions starting. Or two payments of £111 before sessions end.

According Consumer Contracts Regulations your right to cancel any ordered goods or services starts the moment you place your order and ends 14 days from the day you receive your goods.

This 14 day period is the time you have to decide whether to cancel, you then have a further 14 days to actually send the goods back.

Your right to a refund

Refunds of services of order within 14 days if goods are faulty or programme does not suit. A deduction can be made for any sessions carried out or if product Is faulty.

Cancelling services

Your right to cancel  You have 7 days from entering into a service contract in which you can cancel it.

Calm Begins with Me Programme will not start before the 7 day cancellation period has ended, unless certain circumstances.

If you request a service starts straightaway  In this instance you will still have the right to cancel, but you must pay for the value of the service that is provided up to the point you cancel.

If the service is provided in full within 7 days  The right to cancel can be lost during the cancellation period if the service is provided in full before the 7 days elapses.

Always check the terms & conditions  7 days is the minimum cancellation period that consumers must be given and many sellers choose to exceed this, so always check the terms and conditions in case you have longer to change your mind.

The Consumer Contracts Regulations contain specific provisions for digital content.

The consumer must also acknowledge that once the download starts they will lose their right to cancel.

If a consumer doesn’t give their consent, they have to wait until the cancellation period has ended before they can download the digital content.

This is to ensure the digital content is what you want before downloading it.

Delivery of goods

The [Consumer Rights Act](https://www.which.co.uk/consumer-rights/regulation/consumer-rights-act), which came into force on 1 October 2015, says The Calm Folk is responsible for the condition of the goods until the goods are received.

This means that The Calm Folk is liable for the services provided by the couriers it employs - the delivery firm is not liable.

If your delivery is later than agreed and it was essential that it was delivered on time, then you have the right to cancel the purchase and get a full refund.

Returning faulty goods

If you receive faulty goods and wish to return them, the Regulations are in addition to your other legal rights.

So, if your goods are faulty and don’t do what they're supposed to, or don’t match the description given, can apply for a refund.