

Accord Dublin: Cancellation and Refund Policy

RSE Schools

Invoices will be sent to schools for payment 2 weeks prior to the presentation taking place.

What happens if a school needs to cancel a booking?

To cancel or reschedule a booking please contact the Schools team on 01 4780866 or email us at schoolsprogramme@accorddublin.ie

Cancellations by a school less than 48 hours will result in the full fee being applied.

Marriage Education

In the case of illness, bereavement etc, we will make a full refund if the couple cannot be transferred to another programme.

Where a change in course is requested, if we can accommodate the couple on another course and having been given enough notice to allow the vacant slot to be filled by another couple, there will be no extra charge.

Where the couple are just cancelling their booking, the following should apply.

Four weeks' notice an administration / cancellation fee of €25.00.
Between two and four weeks' notice an administration / cancellation fee of €50.
Less than two weeks, no refund.

Marriage and Relationship Counselling

Clients receive appointment reminders weekly through our online counselling platform PowerDiary. A link is provided also to cancel.

Appointment cancellations must be made with a minimum of 24 hours' notice through PowerDiary and not by telephone or phone message. Session contributions will be refunded when cancelled through PowerDiary with a minimum of 24 hours' notice.

If clients cannot attend a scheduled in person appointment, the appointment can be changed to an online appointment. To change to an online appointment a minimum of 24 hours' notice is required - please contact us through PowerDiary or admin@accorddublin.ie

Session contributions made for sessions cancelled without 24 hours' notice are retained to cover some of the costs of the cancelled appointment.

A maximum of two out of ten counselling sessions can be cancelled with the agreed scheduled weekly counselling appointment time retained.

If more than two out of ten counselling sessions are cancelled, clients are offered a triage appointment to discuss and refresh strategies learned in counselling and referral to their GP and/or the Irish professional accrediting bodies.