Payment FAQs

- **How can I pay for my event?**
  When a booking is made you will be given the option to pay by credit card or invoice. Payment can be made by credit or debit card using this link here.
  Please be aware that some events do not accept invoice payments so please check the specific booking page.

- **Why am I unable to pay by invoice?**
  If there are less than 21 days before the start of the event, we can only take payment by card to ensure that the place can be confirmed, and all required information can be shared prior to the start of the event.

- **Could you send me/amend an invoice?**
  If you would like to request an update to an existing invoice or request a new invoice, please email training@annafreud.org.
  Please include the following information in your email:
    - Full name of the event
    - Date of the event

- **I originally opted to pay for my event by invoice but now I would like to pay by card instead. How can I do this?**
  Card payments can be made via this link here. Please ensure that all fields are completed.

- **I need to cancel my event. Is it possible to get a refund?**
  If you would like to request a refund, please email training@annafreud.org.
  If the cancellation request is made more than 21 calendar days before the event date, there will be a charge of 10% of the full cost, up to a maximum of £150. You will be refunded 90% of the cost through the original mode of payment only. If the place is cancelled with less than 21 days, then we are unable to offer a refund. Please refer to our terms and conditions.
  All cancellations requests must be received in writing via email to **training@annafreud.org** and must contain the full booking details including:

- Organisation name
- Booking and delegate contact details
- Invoice/receipt number

  Once your cancellation request is received, we will send you acknowledgement. The booking will not be considered cancelled, nor will any refund (where applicable) be payable, until we send you the acknowledgement of cancellation request.

- **I want to transfer to a different event date.**
  Where there is available space for the same Event but on an alternative date, and you have paid in full for your booking, it may be possible to transfer your booking to the new date if you notify us more than 21 days prior to the start date of the original booking with no additional charge. If you notify us with a request to transfer with notice of 21 days or less, our standard cancellation fees will apply.

- **I have received a payment reminder but I or my organisation has already made payment.**
  Please note that BACS payments can take up to 5 working days to reach our account. If funds have not reached our account by the first day of the event you may be refused access. Therefore, if there are less than 5 days to the start of your event, please email training@annafreud.org and send us a proof of payment.

- **Do I have to add VAT?**
  We do not charge VAT for our events.