WORKING WITH US

Cancellation and Refund Policy

CROSSTALK LAB, LLC · Effective 11 November 2026

This policy explains what happens when you, the participant or client, cancel a booking. If CROSSTALK LAB cancels, our **Customer Guarantee** applies: a full refund or a transfer.

Paid courses, workshops and camps

When you tell us	What you get
7 days or more before the start	Full refund, or a free transfer to another session
5 to 6 days before the start	Free transfer to another session, or a 50% refund
Less than 5 days before, or no-show	No refund. You may send a colleague in your place if you tell us at least 24 hours before the start
After the course has started	No refund

- Refunds are of the amount you actually paid, after any discount code.
- Transfers depend on space in the new session and can be used once.

Free sessions

Afternoon Tea, The Living Room, Reverse Mentoring and free webinars cost nothing, but seats and certificates are limited. If you can't attend, please cancel through your Zoom link so someone else can take your seat.

Consultations and meetings

- Reschedule or cancel free of charge at least 24 hours before your meeting.
- Less than 24 hours' notice, or a no-show, counts as a session used.

Mentoring, writing and statistics services

- **Before work starts:** full refund.
- **After work has started:** we refund the unused part, less the work already done. Work is measured by the stages in your quotation.
- **Fixed-price deliverables** (for example journal selection, study design, data assessment, proofreading) are not refundable once delivered. If one does not match what was described, tell us within 7 days and we will revise it free of charge.
- **Mentoring paths:** you can stop at any time with written notice. Stages already started are payable.

Institutional and customised training

Cancellation terms are set in your quotation or agreement. If none are set: one free reschedule with at least 14 days' notice; cancellations with less than 7 days' notice are charged in full.

How to cancel

Email info@crosstalklab.com with your name, the course or service and your booking reference. Refunds are paid to the original payment method within 14 days. Bank or payment-provider fees charged to us may be deducted.

Contact

CROSSTALK LAB, LLC
5th Floor, Digital Incubation Center, Ministry of Communications and Information Technology, Al Dafna, Doha, Qatar
Email: info@crosstalklab.com · Phone: +974 77292920 · crosstalklab.com