

Cancellation, Refund & Transfer Policy

Events, Trainings, Workshops & Private Sessions

When you register for an event, workshop, training, certification program, private session, or other offering, your payment secures your place and allows us to reserve the required date, time, space, materials, and resources specifically for you.

Because many of our offerings involve advance preparation, limited participant spaces, venue commitments, staffing, materials, and other costs incurred prior to the event or training date, the following cancellation policy applies.

1. Retainers & Deposits

A retainer or deposit is required to secure your registration or booking.

Unless otherwise stated in writing at the time of booking, all retainers and deposits are:

- **Non-refundable**
- **Non-transferable**
- Not available to be applied to another person, event, training, or future date

Your retainer secures your specific place and/or date and allows us to begin preparing for your participation.

2. Cancellation by the Participant

If you are unable to attend an event, workshop, training, or private booking, please notify us as soon as possible in writing.

Cancellation does not automatically entitle you to a refund or transfer.

Because your registration may involve advance planning, preparation, materials, venue commitments, and the reservation of time that cannot be readily filled on short notice, fees are subject to the following:

More than 30 days before the scheduled date:

Any refundable balance, if applicable to the specific offering, may be refunded less the non-refundable 50% retainer/deposit.

15–30 days before the scheduled date:

The non-refundable 50% retainer/deposit is forfeited. Any remaining balance may be eligible for a transfer or credit at our discretion and subject to availability.

Within 14 days of the scheduled date:

All payments made toward the booking are non-refundable and non-transferable.

Within 72 hours of the scheduled date, or in the case of a no-show:

All payments are forfeited. No refund, transfer, credit, or rescheduling will be provided.

3. Transfers

Registrations are **non-transferable** unless expressly approved by us in writing.

A participant may not transfer their registration, payment, or place to another individual without prior written approval.

Where a transfer is approved as an exception, the original participant remains responsible for any applicable fees or costs associated with the transfer.

4. Rescheduling

Requests to reschedule are considered on a case-by-case basis and are subject to availability.

A request to reschedule does not automatically convert a non-refundable payment into a transferable credit.

If a rescheduling option is offered, it may be subject to an administrative fee and/or additional costs associated with the new date.

5. Special Circumstances

We understand that unexpected circumstances can arise, including illness, family emergencies, travel disruption, severe weather, or other situations outside your control.

While we will always approach these situations with compassion, special circumstances do not automatically create an entitlement to a refund, transfer, or credit.

Any exception to this policy is offered solely at our discretion and does not establish an obligation to make the same exception in the future.

6. Preparation & Materials

Some trainings and private programs require substantial preparation before the scheduled date, including curriculum development, individualized planning, printing, preparation of participant materials, equipment preparation, venue arrangements, and other administrative work.

Once preparation has commenced, these costs and the time invested are not recoverable simply because a participant later cancels.

The non-refundable retainer helps cover the time, preparation, resources, and dedicated date that have been committed to the participant's booking.

7. Cancellation or Rescheduling by Us

In the unlikely event that we must cancel or substantially reschedule an event, training, workshop, or private booking, participants will be notified as soon as reasonably possible.

Where we cancel an offering and are unable to provide the service on an alternative date acceptable to the participant, any refundable amount paid for the cancelled service will be refunded.

No additional compensation will be owed for travel, accommodation, transportation, meals, lost wages, or other expenses incurred by the participant.

8. Weather, Travel & Circumstances Beyond Our Control

Participants are responsible for allowing sufficient time and making appropriate arrangements to attend their scheduled event or training.

Travel delays, traffic, weather conditions, flight cancellations, personal scheduling conflicts, work obligations, or other circumstances affecting a participant's ability to attend do not automatically qualify for a refund or transfer.

Where circumstances are extraordinary, we may consider an exception at our discretion.

9. Acknowledgement at Booking

By registering for an event, training, workshop, or private session, you acknowledge that you have read and understood this Cancellation, Refund & Transfer Policy and agree to its terms.

By submitting payment, you confirm that you understand that your retainer or deposit is non-refundable and non-transferable unless otherwise expressly stated in writing.

Nothing in this policy is intended to limit or exclude any rights or protections that cannot legally be excluded under applicable law.

10. Policy Changes

We reserve the right to update this policy from time to time.

If you have questions about the cancellation, refund, or transfer terms for a specific offering, please contact us before submitting payment.