

# ASCENDING MINDS REFUND POLICY

Here's Our Legal Stuff & Fine Print – Should you ever need it!!

## ASCENDING MINDS ACADEMY PTY LTD

Refund Policy 2022

Ascending Minds has a 'no refund' policy due to the tailored content of each program developed for our clients. This is subject to Australian Consumer Law. If there are any issues with the coaching packages/Retreats or other services we provide, please contact us via email – [geoff@ascendingminds.com.au](mailto:geoff@ascendingminds.com.au). We are always open to working with you in relation to any issues you may be having.

With the exceptions provided by Australian Consumer Law, a customer may not cancel a ticket that they have purchased. ASCENDING MINDS has a finite capacity in relation to the services that it can provide and requires payment in order to cover the opportunity cost associated with the cancellation.

In the event of illness certified by a medical professional, or other justifiable reason for withdrawal from a session, services may be suspended by the Customer upon request, in writing to [geoff@ascendingminds.com.au](mailto:geoff@ascendingminds.com.au). Such withdrawal is at the discretion of ASCENDING MINDS. Should withdrawal be allowed, credit will be provided towards another ticket.

We may provide a refund for payments on our Retreats if we are notified via email [geoff@ascendingminds.com.au](mailto:geoff@ascendingminds.com.au) 6 weeks prior to the day the Retreat begins. Any time within the 6 weeks leading up to the retreat, there will be no refunds because of the costs incurred by us in acquiring the space, accommodation and food etc. In the event of illness by a certified medical professional, or other justifiable reason for withdrawal from a Retreat, payments may be refunded.

Please note: Deposits are non-refundable

\*COVID-19: If the retreat, or your travel/attendance to retreat, is restricted by Government restrictions we will transfer your booking to an Ascending Minds future retreat or give credit to any other Ascending Minds offering. Refunds will not be issued.

\* If the retreat cannot run due to an event of a force of nature all bookings will be transferred to a future date or a full credit given to any other Ascending Minds offerings. No refunds will be issued.