

Payments, Refunds and Cancellations



This policy outlines the terms and conditions for payments, cancellations, and refunds for all services, courses, and events provided by Mindshift 4 Life. By registering for a service or making a payment, participants agree to the following terms.

1. Payment Terms

- Payment must be made in full prior to the commencement of any course, event, or service unless otherwise agreed in writing.
- Accepted payment methods include direct deposit, credit card, or other approved platforms.
- Invoices will be issued upon registration or booking confirmation.
- Late payments may result in cancellation of registration or suspension of access to services.

2. Cancellations by Participants

- Cancellations must be submitted in writing.
- For courses and events:
 - o Cancellations made more than 7 days prior to the start date are eligible for a full refund.
 - o Cancellations made within 7 days of the start date are not eligible for a refund but may be rescheduled at the discretion of Mindshift 4 Life.
- For services:
 - o Cancellations made more than 48 hours prior to the scheduled appointment may be rescheduled or refunded.
 - o Cancellations made within 48 hours are not eligible for a refund.

3. Cancellations by Mindshift 4 Life

- Mindshift 4 Life reserves the right to cancel or reschedule any course, event, or service due to unforeseen circumstances, including facilitator illness, low enrolment, or external disruptions.
- In such cases, participants will be offered a full refund or the option to reschedule and we will make every effort to notify participants as early as possible.

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4. Refunds

- Refunds will be processed within 14 business days of approval.
- Refunds will be issued via the original payment method unless otherwise agreed.
- No refunds will be provided for non-attendance, partial attendance, or change of mind unless otherwise stated in this policy.

5. Transfers & Substitutions

- Participants may request to transfer their registration to a future date or substitute another individual in their place.
- Requests must be made in writing at least 48 hours prior to the scheduled start time.
- All transfers and substitutions are subject to approval by Mindshift 4 Life.

6. Exceptional Circumstances

- We understand that unexpected situations may arise.
- Participants experiencing exceptional circumstances (e.g. medical emergencies, bereavement) are encouraged to contact us to discuss alternative arrangements.
- Supporting documentation may be requested.

7. Contact & Support

- For questions, cancellations, or refund requests, please reach out via phone or email.
- We aim to respond to all enquiries within 2 business days.