



REFUND POLICY

TRAINING: EVENTS, COURSES & WORKSHOPS: For refunds please contact:

Rista@FreeflowCoach.com

1. This policy applies to face-to-face (venue based) and online training.
2. In cases where a maximum number of attendees has been specified for training and a booking has excluded someone else from attending, a refund will not be given. The payment amount will be put towards the next booking for training.
3. If notification of non-attendance is received (via email) by the Freeflow seven (7) days before the scheduled date for training, will be refunded less a 10% refund administration fee.
4. If notification of non-attendance is received (via email) by the less than Freeflow seven (7) days before the scheduled date for training, payment amounts will be put towards the next booking for training.
5. If the Freeflow cancels training, payment amounts will be fully refunded.
6. If the Freeflow postpones training, payment amounts will be put towards bookings for the new date for training.
7. Online courses –
 - If notification of non-attendance is received (via email) by the Freeflow seven (7) before the scheduled start of the course and a reason for cancellation is provided, the payment amount will be refunded less a 10% refund administration fee.
 - A refund option is not available once the online course has started.
 - If the first component of a course is not completed, special terms and conditions apply, please contact your trainer:



MATERIAL PURCHASES: For refunds, please contact: Rista@FreeflowCoach.com

1. You may return resource material for a refund within 10 (ten) days from receipt thereof.
2. Material must be returned in the same original condition as at the time of purchase.
3. Refund amounts will be based on the price paid, less any delivery, postage or insurance costs.
4. Given the nature of E-book (PDF) purchases, payments for these purchases are non-refundable.

Changes to this Privacy Policy:

We may update this Refund Policy from time to time. We will notify you of any changes by posting the new Refund Policy on our website.