

Cancellation Policies

One on one consultation/Coaching:

Because of the length of our consultation/ coaching session when you don't show up for your consultation/ coaching session we lose a fair amount of money and cannot stay in business this way. Therefore when you have to re-schedule your session we would appreciate having at least 24 hours notice otherwise the full fee for the session will be charged to your account. We hold our sessions over the phone or video internet very successfully therefore giving you plenty of opportunity to keep on track with your sessions and your progress. Thank you so much for your understanding. We will understand and help you with emergency.

For workshops:

Awakening Potentials Inc. TRANSFER/CANCELLATION POLICY

As you are aware, Awakening Potentials promotes each course well in advance. Once courses become sold out we stop promoting them. Any requests for transfers after that point will result in a loss of revenue for Awakening Potentials. Due to the short notice, we also lose the ability to fill your seat and the revenue of potentially selling the new seat. This Policy will be strictly enforced and your cooperation is greatly appreciated. Our cancellation policy offers the following options:

When you register for a course you have 10-days to make a transfer without being charged a transfer fee (loss of revenue), after which the following policy applies. In all cases you have a choice to pay the transfer fee, or forfeit the course.

If for any reason the client cannot attend the seminar, they may find someone else to attend in their place and submit written notification of that person's name and contact information to Awakening Potentials Inc.

If any products are received in conjunction with the offer, they must first be returned in excellent condition in order for any refund or credit to be processed. (Shipping and handling costs are not refundable.)

All cancellations must be in writing and delivered by mail, faxed to 613.529.8537 or emailed to (info@awakeningpotentials.com) voice mail and verbal correspondence do not constitute written cancellation notice. Cancellation notice will be deemed to be the date on which Awakening Potentials Inc. receives the written notification.

Should the client fail to notify Awakening Potentials Inc. in writing of any changes and not "attend" the event, there will be no **refunds, credits or transfers** available.

Our program Transfer/cancellation policy is as follows:

	Cancellation	Transfer
1-10 days from the date of registration	Full refund or full *credit	No transfer fee applicable
121 + days prior to an event	*Credit less 10% of tuition paid, or refund less 20% of full tuition	**Transfer Fee \$50 or 10% of full tuition
61-120 days prior to an event	*Credit less 30% of full tuition	**Transfer Fee \$100 or 10% of full tuition
15-60 days prior to an event	*Credit less 40% of full tuition	**Transfer Fee \$200 or 15% of full tuition
0-14 days prior to an event	*Credits or refunds not available	Transfer not available

***Course credits are valid for 1 year from the date of cancellation, regardless of whether the course originally registered for is offered again within this time period.**

**** The lesser of the two amounts to be applied. The minimum transfer fee is \$50.00**

If any instalment payment should default, the registrant will have seven (7) days to rectify the situation. When the event is within 30 days, the registrant will have 24 hours to rectify the situation, otherwise, all special discounts and bonuses will be forfeited and full tuition applies. If a registrant should default on any instalment payment the result may be cancellation for the registered event and the Cancellation Policy will apply. An N.S.F. or credit card decline charge of \$20 applies in cases or payment default.

If an existing client chooses to attend a course as a free guest of a person they've referred when taking advantage of an offer that includes a free guest, no rewards, referral bonuses or certificate will be issue to the existing client for that referral.

All dates and locations are subject to change without notice.

FOOD AND ACCOMODATION

All pricing on courses is for "tuition" only. All food, travel and accommodations are not included in the event price unless specifically stated in writing by Awakening Potentials Inc. When food and/or accommodation payments have been collected for disbursement to Awakening Potentials Inc., full payment must be received 14 days prior to the course start date. Clients who have not completed payment for their food/accommodations by the course start date will not be admitted to the course. In the case of cancellation from the course, the **above** policy applies to the food/accommodation payment as well. If food and accommodation is included in the course price, it is non-refundable.

PRODUCTS

A full refund on the product price will be paid, or replacement product supplied ONLY if a product is found to be damaged or defective and returned within 7 days of the original purchase. Shipping and handling costs are non-refundable. Returns must be called into head office for a mandatory **Return Authorization Number and return shipping address.**