



CANCELLATION & REFUND POLICY

Introduction

Kinetics Health Education LLC. understands that plans can change unexpectedly, and we want to provide clear and transparent guidelines for cancellations. Our cancellation policy is designed to be fair and reasonable for both our valued learners and our business. It outlines the procedures and conditions related to canceling reservations, bookings, or services with us. Please take a moment to review this policy to ensure you are aware of the terms and conditions that apply in the event you need to cancel your booking or service. Your understanding of this policy is important to us, as it helps us maintain the quality of our services and manage our resources effectively.

Policy

1. In the event of a **definite** seminar cancellation due to Kinetics Health Education LLC. liability, all participants will receive relevant email communication and the paid fees will be fully refunded.
2. Cancellation of participation due to the participant's liability is communicated only by email and the below terms will apply:
 - Up to 30 days before the start of the seminar, 50% of the amount paid will be refunded (within 2 months after seminar's completion).
 - Up to 15 days before the start of the seminar, 25% of the amount paid will be refunded (within 2 months after seminar's completion).
 - Up to 7 days before the start of the seminar, no amount will be refunded by Kinetics Health Education LLC.
3. Kinetics Health Education LLC reserves the right to change the date of seminars if the minimum number of participants is not met, in the event of adverse weather conditions or any event beyond the reasonable control of the organizers, that hinders the execution of part or all of the seminar, informing prospective participants by phone and/or email. In such cases, the fees are non-refundable, but they retain their validity.

4. If any participant is unable to attend the seminar on the new date, they must inform the organizers within 10 days from the date they received the email containing the updated seminar date. Participants will be given the opportunity to receive a credit to the value of the course fee payment and such credit shall be utilized for any other seminar within 3 months.
5. The confirmation of the seminars will be communicated by email to the participants in a timely manner. If you attend from a country outside the UAE, please do not purchase airline tickets until you receive the above-mentioned confirmation email. Kinetics Health Education LLC. reserves the right to change the venue according to company's quality standards.
6. The above-mentioned cancellation/refund policy is not applicable to free live webinars organized by Kinetics Health Education LLC..

This policy has been approved & authorized by:

Name: ATHANASIA G. PRENTZA

Position: FOUNDER & CEO, EXECUTIVE DIRECTOR, MANAGER KINETICS HEALTH EDUCATION LLC.

Date: 27 OCTOBER 2023

Signature: *Athanasia Prentza*

Review of Policy will be carried out: YEARLY, NEXT REVIEW ON 27 OCTOBER 2024