

Refund Policy

REFUND POLICY.

Training Enrollment/Registration Fees.

Because our trainees/clients are predominantly private individuals, we rely on a minimal enrollment of confirmed trainees for all group training courses, workshops, seminars and webinars, and for such reasons Clay Phillips / Clay Phillips Mediation & Training offers no guarantee of refund for registration fees. In the event the confirmed enrollment for a given group training course, workshop, seminar or webinar is below the required minimums, Clay Phillips / Clay Phillips Mediation & Training will, however work with enrollees/registrants to reschedule their registration/attendance to a future scheduled group training. Clay Phillips / Clay Phillips Mediation & Training extends this rescheduling opportunity indefinitely, considering that we offer each training program on multiple occasions throughout the year - in hopes of providing ample opportunity for the enrollee/registrant to reschedule. Clay Phillips / Clay Phillips Mediation & Training understands that exigent circumstances occur that may precipitate the need for an enrollee/registrant to completely withdraw from a group training course, workshop, seminar or webinar. Clay Phillips / Clay Phillips Mediation & Training will consider each such exigent circumstance for a partial or full refund of registration fees on an individual basis, and only at the request of the client/customer.

Mediation & Coaching Deposits.

All fees for mediation and coaching sessions are earned when paid. "Earned When Paid" is defined as the moment the client/party/customer executes the transfer of payment to Clay Phillips, Clay Phillips Mediation & Training, or any entity owned by Clay Phillips regardless the method of payment. To be eligible for a partial or full refund of mediation or coaching session deposits or other payments, the client/party/customer must provide written notice of cancellation (email or Certified Return US Mail) to Clay Phillips no later than ten (10) business days prior to the scheduled date(s), or date(s) reserved for the mediation or coaching session. Clay Phillips / Clay Phillips Mediation & Training understands that exigent circumstances occur that may precipitate the need for a

Mediation & Coaching Deposits. *(continued)*

client/party/customer to cancel a mediation or coaching session. Clay Phillips / Clay Phillips Mediation & Training will consider each such exigent circumstance for a partial or full refund on an individual basis, and only at the request of the client/party/customer.