



## Refund Policy for the 12-Week Empowerment Programme

Thank you for considering the 12-Week Empowerment Programme. Below is our comprehensive refund policy, designed to ensure clarity and mutual understanding from the outset of your journey with us. By signing up for the Empowerment Programme, you are agreeing to the following terms:

### Initial Agreement

At the time of enrolment, all clients agree that the Empowerment Programme is a 12-week structured process that requires:

1. **Engagement:** Regular attendance and engagement at weekly sessions.
2. **Accountability:** Completion of ALL assigned homework and tasks.
3. **Proactive Practice:** Application of techniques, tools, and strategies discussed in the sessions and agreed on the accountability sheet.

By committing to this programme, you acknowledge that success requires your active participation and engagement. The commitment to the full 12-week process is discussed and agreed upon at the time of signing up.

## Refund Policy

### 1. Voluntary Client Cancellation

If you decide to cancel your attendance at any point during the 12-week programme, no refunds will be issued, either in full or in part, for any reason that is not the fault of the provider.

Reasons such as a change of mind, loss of interest, or unwillingness to engage with the programme will not be accepted as valid reasons for cancellation or for requesting a refund.

The Empowerment Programme is designed as a transformative process, and success depends on consistent participation and engagement for the full 12 weeks. Changing your mind midway through the programme does not qualify for a refund under any circumstances, however, an extension period of six months will be offered in some situations to allow for difficult circumstances.

### 2. Refunds for Discounted Offers

Partial refunds will not be granted for non-attendance, lack of commitment, or non-participation for clients who signed up under any discounted offer for the 12 week Empowerment Programme.



### **3. Full Refund Eligibility**

A full refund is available after the completion of the 12-week programme \*only if\* the client can provide clear evidence of full engagement with the programme, including:

- Regular attendance at all scheduled sessions.
- Completion of all assigned homework and tasks.
- Active participation and application of the strategies discussed.

If, despite full engagement, you can demonstrate that you did not achieve the goals or overcome the obstacles set out during Session One, you will be eligible for a full refund.

### **4. Refunds Due to Illness or Emergency**

If your cancellation is due to illness or an emergency, a full or partial refund will be considered. This will be assessed on a case-by-case basis, and appropriate documentation may be requested.

### **5. Programme Cancellation by Empowered Relationships**

Empowered Relationships reserves the right to cancel the Empowerment Programme agreement at any time if it is deemed unsuitable for the client. This decision is at our sole discretion.

If such a cancellation occurs, the client will receive a full or partial refund, depending on the circumstances.

### **Additional Legal Provisions**

By enrolling in the Empowerment Programme, you acknowledge and agree to this refund policy and accept that it forms part of the binding agreement between yourself and Empowered Relationships.

All refund requests must be submitted in writing and will be processed within 30 days of approval.

This policy does not affect your statutory rights.

If you have any questions about this policy, please contact us directly before enrolling in the programme.

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