



At Elevate, we are committed to providing a valuable service and experience for all clients. To ensure clarity and mutual understanding, this document outlines our Cancellation and Refund Policy.

This policy sets clear expectations for cancellations and refunds, helping to ensure that all parties can manage commitments and schedules effectively. It aims to foster a mutually respectful and professional environment while ensuring fairness and transparency for both clients and Elevate Leadership.

### Cancellations

#### 1. Notice Requirements

- Clients must provide at least two (2) full business days' notice for any cancellations or rescheduling.
- If required notice is not provided, a no-show fee equal to the cost of the scheduled session or service may be charged.
- In the event of illness or unforeseen circumstances, clients may request an exception to the cancellation policy. Each request will be considered on a case-by-case basis.

#### 2. Rescheduling

- Clients may reschedule without penalty if notice is given within the specified timeframe.
- Elevate Leadership will make every effort to reschedule missed sessions in good faith.
- Rescheduled sessions must be completed within 30 days of the original booking date, to ensure continuity of service.

#### 3. Commitment

- To ensure a meaningful and productive learning experience, clients are encouraged to maintain consistent attendance. If cancellations become frequent, we may request a discussion about your goals and commitment.

### Remedy & Refunds

Clients are entitled to request a remedy, including a refund, for any services that do not meet the statutory consumer guarantees under the Australian Consumer Law (ACL). This includes cases where services are not as described, not provided with due care, or not fit for purpose.

#### 1. Eligibility

- Remedy or refund requests must be submitted in writing to [info@elevateleadership.com.au](mailto:info@elevateleadership.com.au).
- Clients may be asked to provide feedback regarding their experience and specific concerns.
- Refunds will not be processed for sessions, programs or services that have been completed, unless they have failed to meet the consumer guarantees under the Australian Consumer Law.

#### 2. Refunds

- Refunds may be processed for unused sessions or services, minus reasonable administrative costs.
- No administrative fee will be deducted if the refund request is due to a service failure under the Australian Consumer Law.

### 3. Refund Payments

- Refunds will be processed via Electronic Funds Transfer (EFT) to the client's nominated bank account.
- Refunds may take up to 30 days to be processed.

### Updates

Our policies and service statements may be updated periodically to reflect changes in our practices or legal requirements. Any changes will be communicated to clients as appropriate, and the revised document will be posted on our website. We encourage clients to regularly review the latest version on our website at <https://www.elevateleadership.com.au/polies>.

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We value your feedback and are committed to addressing any concerns or suggestions you may have to improve your experience with us. Please email: **info@elevateleadership.com.au**