

Best You - Coaching: Cancellation & Refund Policy

This Policy applies to the activities of Best You - Coaching (BYC). It explains how BYC handles cancellations, changes of dates, and refunds and complies with the requirements of the related laws of Australia and Queensland.

Coaching session cancellations and refunds

In the event of a booking cancellation, the following refund schedule will apply:

- a) Cancellation 2 days (48 hours) or more prior to the session start date/time = full refund
- b) Cancellation 1 day (24 hours) to 2 days (48 hours) prior to the session start date/time = 50% refund
- c) Cancellation within 1 day (24 hours) prior to the start date/time = 25% refund
- d) No cancellation notice provided prior to the start date/time = No refund

Booking date change

In the event of a booking date change, the following administration fee schedule will apply:

- a) Date change request more than 2 days (48 hours) prior to the session start date/time = No fee
- b) Date change request 1 day (24 hours) to 2 days (48 hours) prior to the session start date/time = 10% fee
- c) Date change request within 1 day (24 hours) prior to the session start date/time = 25% fee
- d) Date change request after the session was due to start = 50% fee

Cancellation and refund policy: Sale of all Goods (products) provided by Best You Coaching

Return or refunds for goods are not available if you change your mind about your purchase.

You are entitled to a refund, credit, exchange, or repair for goods purchased from BYC in these circumstances:

- a) If the goods are NOT of merchantable quality - a basic level of quality that would be reasonable to expect.
- b) If the goods do not match the description given when ordered.

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