

## CANCELLATION & REFUND POLICY

### 1. GENERAL

Blue Balloon Coaching events includes all events offered by Blue Balloon including Professional Development courses, Mental Health Training, Webinars, Workshops and Industry Leaders' events. Registration and payment for these events are made via contacting the Instructor directly or through [www.blueballooncoaching.com.au](http://www.blueballooncoaching.com.au).

Your booking is deemed completed when we receive your payment in full. We do not reserve bookings without payment. A confirmation email will be sent to you at the time of booking and payment.

- Payment options are by either credit card at the time of registering, or by direct deposit. Credit cards accepted are Visa and MasterCard.
- If Direct Deposit payment option is selected, a tax invoice will be emailed to the registrant. Payment must be received by Blue Balloon Coaching 2 days prior to the commencement of the event. If payment is not received, the attendee may be asked to provide a credit card for payment at the event.

Blue Balloon Coaching reserves the right to cancel, postpone or reschedule events due to low enrolments or unforeseen circumstances. Where a refund is due to a participant a full refund will be made within 14 days via the same method payment was made unless requested otherwise.

Bookings where no payment has been received can be cancelled at any time without penalty.

### 2. CANCELLATION AND REFUND

If you wish to change any details of your booking, please contact Blue Balloon Coaching directly and we will do our best to accommodate your request.

If you are cancelling your registration to attend an event and are applying for a refund, you need to contact Blue Balloon Coaching in writing. If notification is received:

#### ***More than five (5) working days before the event***

A full or part refund will be provided subject to confirmation of event requirements. Registrants must take into consideration prior to requesting a refund that venue, food and beverage etc. may have been finalised and confirmed prior to the event and therefore would have incurred considerable and non-refundable costs to Blue Balloon Coaching.

#### ***Less than two (2) working days before the event***

Event registration fees will not be refunded 2 working days from event date or allocated to another Blue Balloon Coaching event. Blue Balloon Coaching cannot accept responsibility for changes to work commitments or personal circumstances within this 5 working day period.

Blue Balloon Coaching will accept a transfer of the registration to another member of the paying organisation at no extra cost.

No refunds or transfers will be granted on the day, or the day after the booking. Please understand that we are a small business and may find it difficult to fill your vacant spot so close to the booking date. We apologise for any inconvenience.

All cancellations must be received in writing to Blue Balloon Coaching at [info@blueballooncoaching.com.au](mailto:info@blueballooncoaching.com.au).

A full refund will be given to all registrants if an event has been cancelled by Blue Balloon Coaching.

### **3. NON-ATTENDANCE**

If a registered attendee fails to attend an event for which they had registered, the event registration fees will not be refunded or allocated to another Blue Balloon Coaching event.

Medical emergencies and/or extenuating circumstances may be taken into consideration by the Instructor.

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*Revised June 2022*