

Inspirational Conversations™

Policy:

Transfers, Withdrawals, Cancellations, and Appeals



Transfers/Withdrawals

Participant must notify Inspirational LLC in writing by email (info@inspiralglobal.com) if Participant needs to transfer or withdraw from any program. Participant's withdrawal date is the date Inspirational LLC's office receives and acknowledges the written **Transfer/Withdrawal** request.

Participant may transfer to a future session (if offered), send someone to take Participant's place, or withdraw at any time up to three weeks prior to the program start date. Doing so will incur a \$100.00 change/administration fee.

If Participant provides Inspirational LLC with less than three weeks' notice or fails to attend, Participant will be liable for the entire program fee and will be due no refund unless the withdrawal is for a stated severe weather or other regional/national emergency.

Termination and Disruption

By giving written notice to Participant, Inspirational LLC, may terminate the Agreement and the License granted hereunder at any time for breach of any of its provisions or for lack of professional conduct. In addition, Inspirational LLC may terminate this Agreement and Certification granted herein if, during Participant's training or at any time thereafter during a class, Participant becomes disruptive (i.e., under the influence of alcohol or illegal drugs, rude or violent behavior), Inspirational LLC will dismiss Participant and no refund will be given to Participant.

Cancellations

If for any reason a program is cancelled due to lack of enrollment, Participants will be notified 2 weeks prior to the program start date. Inspirational LLC will make every effort to offer another future date for the same program and, if not, Participants will be refunded in full. If for any reason, a class is cancelled due to an unforeseen emergency, Inspirational LLC will make every effort to offer another future date for the same program and, if not, Participants will be refunded in full.

Appeals

If a Participant is confronted with an unexpected and serious circumstance that requires him to withdraw from a program, Participant may request an exception to our Policy and ask for a reversal of a portion of his program fees by submitting an Appeal in writing. Participant's Appeal should explain in detail the situation, what circumstances caused Participant to withdraw from the program(s), and what actions Participant has taken to resolve the situation. In addition, Participant should provide any relevant supporting documentation.

Appeals must be submitted by email (info@inspiralglobal.com) no later than 10 days after the last day of the program that was dropped. Inspirational will respond to all appeals by email. Participant should allow a minimum of 30 working days to receive the results of the appeal.