



Seminar Transfer/Cancellation Policy

This policy applies to all Relationship Makeover seminars, whether sold separately or in conjunction with any Relationship Makeover Phase. This Policy will be strictly enforced and your cooperation is greatly appreciated.

Relationship Makeover promotes each seminar well in advance and once a seminar becomes **Sold Out** we stop promoting it because it is our policy to not double book as that is unfair to our clients. Any requests for a transfer to a different date after that point results in a loss of revenue for Relationship-Makeover. Without adequate notice, we lose the ability to fill your seat and the revenue of potentially finding a replacement for your place. Our cancellation policy offers the following options:

When you register for a seminar you have the following 10 days to make a transfer without being charged a transfer fee (to compensate us for loss of revenue), after which the following policy applies. In all cases you must pay the transfer fee or forfeit the seminar.

- a) If for any reason the client cannot attend the seminar, they may find someone else to attend in their place and submit written notification of that person's name and contact information and evidence of previous seminars taken through *I.M.A.G.E. Inc.* or Relationship-Makeover.
- b) If any products are received in conjunction with the seminar or any related offer, all such products must first be returned in excellent condition in order for any refund or credit to be processed. Some products may be of such a nature that refunds or credits are not possible, and we reserve the right to not provide refunds or credits with respect to such products. In all cases, shipping and handling costs are not refundable.
- c) All cancellations must be in writing and delivered by mail, faxed to 403-335-2085 or emailed to "transfer AT relationship-makeover.com" (insert into your email and change the 'AT' to '@'). Voice mail and verbal correspondence do not constitute written cancellation notice. Cancellation notice will be deemed to be given and received on the date on which Relationship-Makeover actually receives the written notification.
- d) Our seminar Transfer/Cancellation policy is as follows:

	Cancellation	Transfer
0-10 days from the date of registration	Full refund or full *credit	No Transfer Fee Applies
61-120 days prior to a seminar	*Credit less 15% of tuition paid or refund less 30% of full tuition	Transfer fee of \$100
15-60 days prior to a seminar	*Credit less 50% of full tuition, No refund	Transfer fee of \$100
0-14 days prior to a seminar	*Credits or refunds not available	Transfer not available

***Seminar credits are valid for 12 months from the date of cancellation, regardless of whether the seminar originally registered for is offered again within this time period.**

- e) If any installment payment should be in default, the registrant will have seven (7) days to rectify the situation. When the default event occurs within 30 days of the date of the seminar, the registrant will have 24 hours to rectify the situation, otherwise, all special discounts and bonuses will be forfeited and full tuition applies. If a registrant should default on any installment payment the results may be cancellation for the registered seminar and the Cancellation Policy will apply. An N.S.F. or credit card decline charge of \$30.00 applies in all cases of payment default.
- f) All dates and locations are subject to change without notice.

FOOD AND ACCOMODATION

- g) All pricing on seminars is for tuition only. All food, travel and accommodations are not included in the event price unless specifically stated in writing by Relationship-Makeover or *I.M.A.G.E. Inc.* When food and/or accommodation payments have been collected for disbursement to Relationship-Makeover or *I.M.A.G.E. Inc.*, full payment must be received 14 days prior to the seminar start date. Clients who have not completed payment for their food/accommodations by the seminar start date will not be admitted to the seminar. In the case of such non-admission to the seminar, the above policy applies to the food/accommodation payment as well. If food and accommodation is included in the seminar price, it is non-refundable.

PRODUCTS

- h) A full refund on product price will be paid, or replacement product supplied ONLY if a product is found to be damaged or defective and returned within **10 days** of the original purchase. Shipping and handling costs are non-refundable. Returns will not be accepted unless the Client first contacts our head office by telephone to obtain a mandatory **Return Authorization Number** and **Return Shipping Label**.

I warrant and represent that I have read, accept and agree to the above terms and conditions of this Agreement.

I have read, accept, consent and agree to the above Agreement

Date _____

Signed _____