



15439 Pebble Gate, San Antonio, TX 78232 • (210) 497-5529 • Fax (210) 497-8532 • www.HealingTouchProgram.com

Class Payment, Cancellation and Refund Policies:

Healing Touch Program (HTP) Satisfaction Guarantee

If within seven days of attending an entire Healing Touch class and using the skills that you learned either on yourself or another, if you don't feel that you have received any value, you may get your money back. Write to the HTP office and explain your experience within 10 days after the class and we will gladly refund your tuition.

HTP Class Instruction

All HTP classes are taught by a Healing Touch Certified Instructor (HTCI) who is certified and authorized to teach the class. Classes are sponsored in two ways:

1. **HTP Sponsored Class** where HTP handles all class logistics and hires an HTCI to teach the class.
2. **Independent Class** where the HTCI handles all class logistics and teaches the class.

Independent Classes

Independent HTP classes are sponsored and offered by Healing Touch Certified Instructors (HTCIs) to provide authorized training in the HTP classes. These classes are offered independent of HTP and are provided under agreement with HTP and according to the HTP class guidelines. The Independent instructor is responsible for the financial administration of their independent classes, including class refund policies.

Independent Class Refund Policy

Cancellation and refund policies are at the discretion of the Independent Instructor for their classes. No student refunds for Independent Classes will be given by HTP. Cancellation and refund policies for Package students are described in the Package Cancellations section.

HTP Payment Policy

Payments to HTP are made with the agreement and understanding that there is a fee or \$35 or 10% of the cost of the transaction, whichever is greater, for returned checks or for credit card payments that are either disputed or refunded by a third party. Payment refunds are made according to the HTP refund policy.

HTP Sponsored Class Registration Payments include a Tuition cost and may include a Room and Board or Retreat Center cost. All payments will be applied to the total amount due for the class. Classes must be paid in full or be participating in an HTP payment plan two weeks prior to the start date of the class or the students may be withdrawn and refunded.

HTP Sponsored Class Cancellations Requests

Cancellation requests by the student must be in writing, and be received prior to the class start date within the timeframes specified below and must contain the registrant's name, address, phone, email, class dates and location. Cancellations should be emailed to info@HealingTouchProgram.com, or mailed to the HTP office 15439 Pebble Gate, San Antonio, TX 78232. For Refund Request please print and submit this form: [Student Transfer/Refund Form](#).

HTP Sponsored Class Refund Payments

For payments made to HTP via credit card within the previous 90 days, the refund will usually be in the form of a credit to the same card. Refunds will be less any associated fees resulting from the method of payment (i.e. credit card charges). After 90 days, the refund will be paid by check. If the tuition was paid by check, the refund will also be paid by check. HTP will mail refund checks to the registrants address as it appears on the cancellation request.

HTP Sponsored Class Refund Policy

1. Workshop Style Classes (Retreat center lodging not offered)

Student cancellations must be made at least 48 hour prior to the start of the class with written notification provided to HTP. A cancellation fee of \$100 applies to any class that is registered for and not attended without 48 hours notification prior to the start of the class. Students may still register for another class after the above cancellation fee has been paid.

2. Retreat Style Classes with required lodging (Level 4 and Level 5 Classes)

Class cancellations made prior to two weeks (14 days) before the earlier of either the scheduled class date or the retreat center cutoff date (as noted in your confirmation letter) are eligible for a full refund.

For cancellations made after two weeks (14 days) prior to the earlier of the class or retreat center cutoff date, the registrant has a choice between the following options:

- A. Transfer the full tuition to another scheduled class, and pay for any retreat center costs that result from the cancellation or transfer. The rescheduled class must be within one year of the cancellation date.
- B. Receive a refund of the full tuition less a \$100 administrative charge plus any charges from the retreat center incurred as a result of the cancellation.

Cancellations received after the class starting date are subject to forfeit, except in the case of extenuating circumstances. Extenuating circumstances, such as a death in the family, visit to the emergency room, etc. must be submitted in writing and must be approved by HTP.

Class Package Cancellations

Class Packages are nonrefundable after 30 days from the date of purchase.

Prior to taking classes you may get a full refund (within 30 days). After taking classes, you may get a refund less the full retail price of any classes taken. A cancellation fee of \$100 applies to

any class that is registered for and not attended without 48 hours notification to HTP and the instructor prior to the start of the class for level 1-3 classes. A cancellation fee of \$200 for less than two weeks cancellation notice for Level 4 and 5 classes.

For Independent Classes, cancellation fees collected will be paid to the Instructor or Coordinator sponsoring the class.

Students may still register for another class after the above cancellation fee has been paid.

Cancellation/Rescheduling of HTP Sponsored Classes

HTP reserves the right to reschedule or cancel any class or related event(s) in our sole discretion. In the event that HTP cancels or reschedules a class, the student may transfer and apply the class tuition and any room and board costs paid to HTP to another scheduled HTP class or may request a full refund of the class tuition and room and board paid. HTP is not responsible for, and will not reimburse, travel costs including airline tickets, hotels costs (other than HTP provided room and board costs), or any other costs or expenses the registrant may incur as a result of the cancellation or change. HTP reserves the right to change any instructor for any class or event without notice.

Healing Touch Program management reserves the right, at its discretion and without explanation, to keep a person from registering for a class or to require a participant to leave a class. Any refunds will be handled on a case by case basis by the discretion of the management team.