



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

Class Cancellation and Refund Policies (HTP-075a)

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I. Healing Touch Program (HTP) Class Sponsorship Categories

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

- 1. **Instructor Independently Sponsored Class** (online or in-person) - The HTCI schedules the class and is responsible for teaching the class and managing the class logistics.
- 2. **HTP Sponsored Class** (online or in-person) – The HTP Class Manager schedules the class, is responsible for managing the class logistics and selects the HTCI to teach the class.
- 3. **HTP Sponsored Self-Paced Class** – Self-paced classes are online recorded content made available to the student upon registration. These classes are nonrefundable.

II. Satisfaction Guarantee

If you fully participate in and complete an entire Healing Touch class and take 10 days to use the Healing Touch skills that you learned on yourself or another, and find that you have not received any value and cannot positively influence your life with the Healing Touch techniques and principles you learned in the class, you may request a refund of your tuition according to this refund policy.

- 1. For an **Instructor Independently Sponsored Class (Healing Touch Level 1, 2 or 3)**:
 - a. Contact the instructor and explain your experience within 10 days after completing the class.
 - b. Also notify HTP of your experience by emailing info@HealingTouchProgram.com.
 - c. HTP will work with your instructor to refund your tuition if needed.
 - d. HTP will follow up with you to learn how we can best serve your needs and make improvements.
- 2. For an **HTP Sponsored Class**, email HTP at HTPClasses@HealingTouchProgram.com and explain your experience within 10 days after completing the class and HTP will contact you about refunding your tuition.

III. HTP Payment Policy

Payments to HTP are made with the agreement and understanding that there is a fee of \$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.

The following will be subtracted from refund payments:

- ✓ Fees incurred by HTP on the payment method (e.g., fee for credit card processing) are nonrefundable.
- ✓ The retail price of any class materials that have been sent to the registrant, and the shipping and handling cost for those materials are nonrefundable.
- ✓ Payment plans on class registrations and class package purchases include a non-refundable financing charge.

IV. Refund Policies

1. Instructor Independently Sponsored Class Refund Policy
2. HTP Sponsored Class Refund Policy
3. HTP Class Package Refund Policy

1. Instructor Independently Sponsored Class Refund Policy

This class is offered independently by the HTCI who is responsible for all aspects of the class, including scheduling, logistics, financial administration and tuition refunds.

Cancellation and refund policies for tuition are determined and provided by the HTCI for their independent sponsored class. HTP does not provide refunds for Independent Classes. Cancellation and refund policies for HTP Class Packages are described in the HTP Class Package Refund Policy below.

2. HTP Sponsored Class Refund Policies

2.1 Tuition Payment Requirement

Tuition must either be paid in full or the registrant must be enrolled in an HTP payment plan three weeks before the class starts. Failure to do so may result in the registrant being withdrawn from the class. If withdrawn, the registrant will receive a refund of the amount paid to date, minus any fees or costs as listed in the Payment Policy.

2.2 HTP Level 5 Class Growth Work Requirement

The HT Practitioner Apprentice is required to complete all the Level 5 Growth Work and have it approved by their HTP Mentor to attend the Level 5 class. A student with incomplete Growth Work is subject to being withdrawn from the class and tuition forfeiture.

2.3 Refund Payment Information

For payments made to HTP via credit card within the past 90 days, refunds will typically be

credited to the same card. For payments older than 90 days, refunds will be issued by check and mailed to the registrant's address provided on the cancellation request.

For payments made by check, the refund will be paid by check. HTP will mail refund checks to the registrants address as it appears on the cancellation request.

2.4 Process to Cancel an HTP Sponsored Class Registration

A class registration cancellation request must be sent by the registrant to HTP in writing and must contain the registrant's name, address, phone, email, class name and class dates. The [**HTP Class and Package Cancellation Request Form \(HTP-075\)**](#) is used to request a class registration cancellation.

2.5 HTP Sponsored Class Registration Cancellation and Tuition Refund Policy

Once a class has started there are no cancellations or refunds and tuition is forfeited. In the case of extreme extenuating circumstances such as a death in the family, hospitalization, etc., management will consider options on a case-by-case basis and may approve a transfer of the student to a future class within one year. Cancellation fees may still apply.

For a **Level 1, Level 2, Level 3, Advanced Practice 1 or Advanced Practice 2** class, a registration cancellation is eligible for a full tuition refund, minus HTP fees and processing costs, if made at least 48 hours before the class start date. Cancellations made within 48 hours of the class start date, and before the class starts, will incur a cancellation fee of \$100 which will be deducted from the refund in addition to any other costs or fees listed above.

For a **Level 4, Level 5 or Level 6** class, a registration cancellation is eligible for a full tuition refund, minus HTP fees and processing costs, if made at least three weeks (21 days) before the class start date. Cancellations made within three weeks of the class start date, and before the class starts, will incur an additional \$200 cancellation fee which will be deducted from the refund in addition to any other costs or fees listed above.

Instead of a refund, the remaining tuition less materials and processing fees may be applied to a future class that is within one year of the cancellation date.

Self-paced learning classes or workshops are not refundable.

2.6 Cancellation or Rescheduling of HTP Sponsored Classes

HTP reserves the right to reschedule or cancel any class or related event(s) at our sole discretion. If HTP cancels or reschedules a class, the student may transfer and apply the class tuition paid to HTP to another scheduled HTP class or request a full refund.

HTP is not responsible for and will not reimburse travel costs including airline tickets, lodging or any other expenses the registrant may incur because 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 not allow a person to register for a class or to require a participant to leave a class. Any refunds will be handled on a case-by-case basis at the discretion of the HTP management team.

3. HTP Class Package Refund Policy

HTP offers the following class packages:

- Foundation Package
- Foundation Bundle
- Practitioner Bundle
- Fast Track Series

Class Package Cancellation Within 30 days of Purchase

A refund requested within 30 days of purchasing a class package with no classes attended is eligible for a full refund minus HTP fees and processing costs. For all classes attended, the full tuition cost will be deducted from any payments already made.

Class registration cancellation fees as described above apply for Instructor Independently Sponsored Classes or HTP Sponsored Classes.

Class Package Cancellation After 30 days of Purchase

Class packages are nonrefundable 30 days after the purchase date.

Cancellation requests made more than 30 days after the purchase date will be considered on a case-by-case basis. Refunds may be issued, deducting any used portion of the package and any nonrefundable expenses, including memberships and HTP fees and processing costs. Any classes already attended will be billed at the full tuition rate and the cost will be deducted.

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