

Cancellation and Refund Policy

1. Purpose and Commitment

This policy governs all coaching services, memberships, programs, sessions and events offered by Soul Academy. Our goal is to deliver services with integrity and professionalism, respecting both client and provider time. Before making a purchase, please read this policy carefully to understand your rights and our expectations.

2. Refunds

No Refunds for Change of Mind: We do not offer refunds if you change your mind or discontinue participation early.

Consumer Guarantees: Soul Academy's services—including coaching, sessions, programs, events and memberships—are covered under the Australian Consumer Law. While refunds are not provided for personal preference or change of circumstance, clients have the right to expect that services will be delivered:

- a. With due care and skill
- b. Fit for the purpose advertised or agreed
- c. Within a reasonable time (where applicable)

If these guarantees are not met, clients may be entitled to a remedy under ACL, which may include a refund, replacement, or re-performance of service.

2.3 Exclusions from Refunds: Requests may be declined when:

- a. Services were altered, misused, or applied against professional guidance;
- b. The client was aware of service limitations or specific conditions prior to purchase;
- c. The issue or dissatisfaction falls outside the scope of consumer protections (e.g. lack of personal results, subjective expectations, changes in financial circumstances).

3. Membership Terms

Membership terms—including pricing, benefits, and duration—are outlined separately in onboarding materials or agreements. By registering, clients accept both the specific membership terms and this Cancellation and Refund Policy.

4. Coaching Sessions and Appointments

Soul Academy strives to provide services in a timely and respectful manner. Last-minute cancellations prevent other clients from accessing services. This policy sets clear expectations around appointment changes and associated costs.

4.1 Cancellation and Rescheduling Process

- 4.1.1 Appointments must be cancelled or rescheduled with at least **48 hours' notice**.
- 4.1.2 Cancellation may be made via email at: hello@mysoulacademy.com
- 4.1.3 Each appointment may be rescheduled up to **2 times** provided the request falls within the notice period.
- 4.1.4 Rescheduling outside the notice period may incur a **\$25 administration fee**.

- 4.1.5 All rescheduled appointments must occur within **14 calendar days** of the original appointment, unless mutually agreed otherwise.

5. Fees for Missed or Late Changes

- 5.1.1 Cancellations made with less than 48 hours' notice: 50% of the session cost
- 5.1.2 Missed appointments with no cancellation notice: 100% of the session cost
- 5.1.3 These fees reflect costs incurred by Soul Academy in lost preparation time, administration, and inability to rebook the session.
- 5.1.4 Payment must be received within 5 business days of the cancellation, and is required to book future appointments.
- 5.1.5 Where outstanding fees remain unpaid, Soul Academy reserves the right to suspend or refuse all future bookings, programs, or services until the account is brought up to date.

6. No-Show Policy

A "no-show" occurs when a client misses a session or appointment without notice. The full session fee may be charged for no-shows to help cover lost time and preparation costs. Clients are encouraged to contact us in case of emergencies.

7. Exceptional Circumstances

We understand that emergencies and life events happen — such as illness, accidents, or personal crises. In such cases, fees may be waived or adjusted at our discretion. Please notify us as soon as possible to discuss options and ensure fairness for all clients.

8. Events and Retreats

- 8.1 Events and retreats may be subject to separate cancellation and refund terms, communicated at the time of registration. Discounts do not apply to events hosted by third parties unless explicitly stated by Soul Academy.
- 8.2 Where an event or retreat is hosted by a Soul Academy partner, clients must contact the partner directly for all cancellations, rescheduling, or refund enquiries. Soul Academy does not manage bookings, payments, or changes for partner-hosted events and is not responsible for their administration or policies.

9. Agreement and Consent

By joining or participating in Soul Academy offerings, clients agree to the terms of this Cancellation and Refund Policy.

10. International Clients

- 10.1 Soul Academy is an Australian-based provider, and all services, memberships, programs, and events are offered and invoiced in Australian Dollars (AUD). Clients are responsible for any currency conversion fees, bank charges, or applicable taxes in their home country.
- 10.2 This Cancellation and Refund Policy applies equally to all clients, regardless of country of residence. International clients may also have rights under their own local consumer protection laws; these rights will apply in addition to, and not in place of, the protections outlined within any policies of Soul Academy.

10.3 All agreements with Soul Academy are governed by the laws of Queensland, Australia. By engaging with Soul Academy, clients consent to the exclusive jurisdiction of the courts of Queensland, Australia in relation to any disputes.