



Sales Transfer & Refund Policy

Revised 4/2019

Organic Intelligence®

Contact our customer service with any questions:

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Sales Terms

- All tuition and fees are subject to change without prior notice.
- All CE credits are subject to change without prior notice.
- Any tax which Organic Intelligence may be required to pay or collect with respect to the sale, purchase, delivery, transportation, storage, processing, use or consumption of any products described in this policy shall be for the account of students and members and may be added to the price of such products.

Cancellation & Refund

- **How to submit a request for cancellation or refund:** all requests must be submitted in writing, via email, to tashia@organicintelligence.org.
- **A request for cancellation is officially granted** once you receive a confirmation of cancellation, either by phone or by email.

Cancellation of OI Basics Membership

- Members who have enrolled for a free 30-day trial can cancel membership at any time. No refunds apply.
- Members who have selected to enroll with monthly payments can cancel at any time. To avoid being charged for the following month, your cancellation request must be made 3-5 business days prior to your charge date. If made less than 3 business days before your next charge date, you will still be charged for the current month and your cancellation will apply to the following month. No refunds apply. You will continue to have access to OIB Membership through the last 30-day period you paid for.

- Members who have selected to enroll with annual payments must cancel their annual membership 14 business day prior to the date of your automatic annual renewal, otherwise you will be charged. Once your membership is confirmed cancelled, your membership stops and your credit card will no longer be charged. No refunds apply. You will continue to have access to OIB Membership through the full 12-month period you paid for.

Cancellation of OI HEARTraining®

- If an applicant is denied access to the training, for any reason, a full refund will be issued.
- If a training is cancelled by Organic Intelligence, a full refund will be issued.
- If a training module is rescheduled, tuition will be transferred to the rescheduled training, or another HEART location. No refund will be issued.
- If a student cancels a training at least 21 days prior to the start date of a training module, a full refund will be issued, less a \$175 nonrefundable cancellation fee.
- If a student cancels a training within 20 days of the start date of a training module, a 50% refund will be issued for the tuition for that module; if the student paid in advance for additional future training modules a full refund will be issued for tuition for those additional future training modules.
- No refunds will be issued for no-shows.
- No refunds are issued to students who miss a portion of the live training.

Cancellation of OI HEARTraining Lodging or Commuter fees:

- If an applicant is denied access to the training, for any reason, a full refund will be issued.
- If a training is cancelled by Organic Intelligence, a full refund will be issued.
- If a training module is rescheduled, lodging or commuter payments will be transferred to the rescheduled training or another HEART location of equal or lesser cost. Any additional costs for lodging or commuter fees that may apply in certain training locations will be the responsibility of the student. No refund will be issued.
- If a student cancels a training at least 21 days prior to the start date of a training module, a full refund of lodging or commuter payments will be issued, less a \$85 nonrefundable cancellation fee.
- If a student cancels a training within 10-20 days of the start date of a training module, a 50% refund of lodging or commuter payments will be issued.
- No refunds will be issued for lodging or commuter payments if a student cancels a training within 9 days of the start date of a training module.
- No refunds for lodging or commuter payments will be issued for no-shows or for missing a portion of the live training.

Cancellation of Heart Video

- If an applicant is denied access to the training, for any reason, a full refund will be issued.
- A full refund will be issued to students that have not accessed or viewed the training module within 30 days of purchase.

Cancellation of OI Expert Membership

- Members who have selected to enroll with monthly payments can cancel at any time. To avoid being charged for the following month, your cancellation request must be made 3-5 business days prior to your charge date. If made less than 3 business days before your next charge date, you will still be charged for the current month and your cancellation will apply to the following month. No refunds apply. You will continue to have access to OIX Membership through the last 30-day period you paid for.
- A 75% refund will be issued to Members enrolled with a full, up-front payment and who cancel their membership within 60 days of the date of purchase.
- No refunds will be issued to Members enrolled with a full, up-front payment and who cancel their membership more than 60 days after the date of purchase.
- No certificate will be issued to OIX Members who cancel their membership prior to completing the 12-month training program.

Cancellation of Workshops, Seminars, Intros and Events

- If an applicant is denied access to a workshop, seminar, intro or event, for any reason, a full refund will be issued.
- If a workshop, seminar, intro or event is cancelled by Organic Intelligence, a full refund will be issued.
- If a workshop, seminar, intro or event is rescheduled, tuition will be transferred to the rescheduled event. No refund will be issued.
- If a student cancels a workshop, seminar, intro or event at least 21 days prior to its start date, a full refund will be issued, less a 15% non-refundable cancellation fee.
- If a student cancels a workshop, seminar or event within 4-20 days of its start date, a 50% refund will be issued.
- No refunds will be issued for cancellation within 72 hours of the workshop, seminar, intro or event.
- No refunds will be issued for no-shows.
- No refunds are issued to students who miss a portion of a workshop, seminar, intro or event.

Cancellation of Lodging or Commuter fees for Workshops, Seminars, Intros and Events:

- If an applicant is denied access to the workshop, seminar, intro or event, for any reason, a full refund will be issued.
- If a workshop, seminar, intro or event is cancelled by Organic Intelligence, a full refund will be issued.
- If a workshop, seminar, intro or event is rescheduled, lodging and commuter payments will be transferred to the rescheduled training, or to another HEART location of equal or lessor cost. Any additional costs for lodging and commuter fees, such as extended nights booked directly with the lodging facility, will be the responsibility of the student. No refund will be issued.
- If a student cancels a workshop, seminar, intro or event at least 14 days prior to its start date, a full refund of lodging or commuter payments will be issued, less a 15% non-refundable cancellation fee.
- If a student cancels a workshop, seminar, intro or event within 4-13 days of its start date, a 50% refund of lodging or commuter payments will be issued.
- No refunds will be issued for lodging or commuter payments if a student cancels within 72 hours of the workshop, seminar, intro or event.
- No refunds for lodging or commuter payments will be issued for no-shows or for missing a portion of the live training.

Cancellation of End of Trauma Course

- If an applicant is denied access to the training, for any reason, a full refund will be issued.
- If for any reason the participant is not satisfied with the End of Trauma Course, a full refund will be issued if the participant provides basis for the dissatisfaction and the course is cancelled within 30 days following the course start date.

Cancellation of Case Consultations and Mentor Group Meetings

- No refunds will be issued unless the case consultation or mentor group meeting is cancelled.

Cancellation of CE credits

- All CE credits must be purchased prior to the start of a retreat, intro, or seminar.
- No refunds within 48 hours of the event.
- No refunds will be issued for no-shows.
- No refunds are issued to students who miss a portion of a workshop, seminar, intro or event.

Transfers

- It is strongly recommended that you complete a live training in the same location and with the group where you started. The community support you will receive and the coherence of group continuity is an essential element of the residential trainings.
- Requests for transfers must be made at least 30 days prior to a training start date.

- Requests for transfers are not available for no-shows, or if the transfer request is made within 29 days prior to a training start date.
- Students making a request for transfer to a different training location need to consult with their mentor to process the consideration of transfer. If a request for transfer is granted your current mentor will assist in assignment of a new mentor in the new location.
- With approval from the OI office tuition may be transferred to a new training location. If training locations happen to be in different regions or countries tuition differences may apply. Payment of any differences is the responsibility of the student.

Makeup Videos

The OI HEARTraining is unique in simultaneously growing the person and the professional. Experience has shown that the ideal way to do this is in person. But we understand that life happens.

If you want to take advantage of the HEARTraining for the benefits of those in your care and your own life, we will work with you in case you need to miss a retreat. While it's not ideal for your own professional and personal development, you may take HEART Retreats 1 and 2 by video and join the journey live in HEART Retreat 3. Paid consultation and remediation may be required.

The following video makeup requirements apply:

- **Full tuition applies**, plus additional fees that may be charged by the mentor assigned to you.
- It is important to have at least one month between Retreats so your soul and nervous system have time to assimilate the experience.
- HEART 6 cannot be missed and taken by video. If you cannot attend HEART 6 in your initial group you will need to take HEART 6 in another location.