

FOREST FLOW QI GONG – REFUND & COURSE POLICY

1. Refund Eligibility

Refund requests will be considered under the following conditions, consistent with Australian Consumer Law (ACL):

- Requests must be submitted within the timeframes listed for each course type.
- Refunds apply only when services have not been substantially used or accessed.

Short Courses & Workshops:

- Refund request submitted within 14 days of enrolment.
- Student has not attended more than one class OR accessed more than 20% of any online content.

Teacher Training Programs:

- Deposits are non-refundable due to limited places and pre-course preparations.
- Refunds may be considered (minus deposit + admin fee) if requested at least 21 days before course commencement and less than 10% of training materials have been accessed.

Retreats:

- Refunds may be considered if requested 30 days before retreat start.
- After 30 days, refunds may only be possible if the place is filled by another participant.

2. Suspension, Illness & Medical Grounds

We comply with Australian Consumer Law regarding fairness and hardship considerations.

- Refund or deferral requests due to illness must be supported by a valid medical certificate.
- Requests must be made within 30 days of illness confirmation.
- Refunds will not be issued for components already completed.

Suspensions & Deferrals:

- Students may request to pause their enrolment or defer to a later intake.
- Approval is subject to availability and course structure.

3. Transfers & Enrolment Changes

Short Courses & Workshops:

- Transfers may be requested up to 7 days before course start, subject to availability.

Teacher Training:

- Transfers permitted only before commencement and only if space is available.

4. Refund Process

To initiate a refund or course change, email support@forestflow.com.au (replace with final address).

- Requests are reviewed within 5 business days.
- Additional documentation may be requested where appropriate.

5. Refund Amounts & Fees

- Approved refunds are processed minus a 10% administrative fee.
- No refunds after 30 days from enrolment unless required by Australian Consumer Law.
- Teacher Training deposits are non-refundable.
- Payment plan or transaction fees are not refundable.
- Refunds use the original payment method.
- Processing may take 5–10 business days.

6. Non-Refundable Items

- Course deposits.
- Enrolment or application fees.
- Digital materials already accessed or downloaded.
- Hard-copy manuals or printed resources.
- Specialty workshop add-ons.
- Private sessions purchased separately.

7. Course Modifications or Cancellations

In line with ACL fairness principles, Forest Flow Qi Gong may modify, postpone or cancel courses due to:

- Instructor illness, safety concerns, low enrolments, extreme weather, or venue issues.

If a course is cancelled:

- Students may transfer to another intake or receive a full refund.

Forest Flow Qi Gong is not responsible for:

- Travel costs, accommodation, childcare, or other associated expenses.

8. Code of Conduct & Removal

Refunds may not apply if a student is removed from training due to unsafe, disruptive or inappropriate behaviour, including:

- Failure to follow safety instructions.
- Behaviour that compromises the wellbeing of others.
- Disrespectful conduct toward instructors or participants.

9. Force Majeure

No refunds are issued where delivery is affected by events outside our control, including:

- Natural disasters, pandemics, government restrictions, or emergency closures.

In such cases, courses may be moved online, postponed, or credited to a future intake.

10. Contact Information

For refund requests or policy questions:

support@forestflow.com.au (replace with your chosen email).