



Cancellation and Refund Policy

Effective as of July 27, 2020

Purpose of this Policy

This policy sets out the circumstances and procedures should a cancellation and/or refund be required for a Talent Uplifted LLC Program or Service.

Cancellation Policy

Enrollment in Talent Uplifted programs or services can be cancelled at any time. The following cancellation procedures must be followed:

Participant Cancellations

- Submit a request to cancel to lacey@talentuplifted.com at least 48 hours in advance of the first or only scheduled event. The request to cancel must include a reason for cancellation. Participants will receive a full refund, and will not be subject to a cancellation fee.
- Any request to cancel received less than 48 hours in advance of the first or only scheduled event will receive a partial refund only (see Refund Policy below) and be subject to a cancellation fee of \$25.00.
- If full payment for the program or service is not received at least 48 hours in advance of the first or only scheduled event date, your participation in the program will be automatically cancelled and you will be subject to a cancellation fee of \$25.00.

Talent Uplifted Initiated Cancellations

Should Talent Uplifted have to initiate a program or service cancellation, participants will be notified and the appropriate refund policy will be followed (see Refund Policy below).

Customer Dissatisfaction

Should a participant be so dissatisfied with a program or service they are currently participating in, they can contact lacey@talentuplifted.com to discuss further.

Refund Policy

Refunds for programs and services offered by Talent Uplifted LLC are available for the following reasons:

- Participant cancellations
- Talent Uplifted initiated cancellations
- Customer dissatisfaction

Refund for Participant Cancellations

Once a participant has completed the steps listed above in the Cancellation Policy, Talent Uplifted will respond via email and confirm the cancellation and refund amount. All refunds will be processed within 48 business hours of the confirmation email being sent.

Full refunds be equal to the amount the participant had already paid to Talent Uplifted in regards to the specific cancellation request.

Partial refunds will be calculated based on the following formulas:

- For a late cancellation of a single program or service event, the participant will receive 50% of the amount paid to Talent Uplifted in regards to the specific cancellation requests. A cancellation fee of \$25 will then be taken from that total, and the remainder will be refunded to the participant.

Example: \$99 fee has been paid to Talent Uplifted for a program. Refund will be \$24.50 as calculated below:

$$\$99.00 \times 50\% = \$49.50$$

$$\$49.50 - \$25.00 = \mathbf{\$24.50}$$

Talent Uplifted Initiated Cancellations

If Talent Uplifted has to initiate a program or service cancellation for any reason, a refund for any uncompleted activities will be issued to the participant. If Talent Uplifted cancels the program or service in advance of the first or only start date, a full refund for the program will be issued to all participants who have paid already. If Talent Uplifted cancels a program or service in the middle of a series, a prorated amount will be refunded to participants. All refunds will be processed within 48 business hours of the notification being sent to participants.

Customer Dissatisfaction

Some situations regarding customer dissatisfaction may warrant a refund. This will be determined by Lacey MacLeod, owner of Talent Uplifted LLC. If this occurs, the participant will receive an email confirmation of their cancellation and the refund will be processed within 48 business hours of the confirmation email being sent.