

## **High-Performance Leadership Summit Refund Policy**

At the High-Performance Leadership Summit (Presenter), we strive to provide an exceptional and transformative experience for our participants. Please carefully review our refund policy outlined below:

### **1. Refund Eligibility:**

#### **1.1 Refund Percentage and Participant Replacement:**

If a refund request is made to the Presenter in writing 30 days prior to commencement of event, the maximum eligible refund is 50% of the event registration fee. Refund requests made 14 days or less prior to the commencement of the event are not refundable. A request in writing can be made to the Presenter to designate a replacement Participant, however this request is at the discretion of the Presenter.

#### **1.2 Timeframe for Refund Requests:**

Refund requests made up to 31 days prior to the event's start date may be subject to a 75% refund. Requests must be made in writing from the Participant to the Presenter. All refund requests must be supported by relevant documentation.

#### **1.3 Extenuating Circumstances:**

- In exceptional cases of unforeseen circumstances (e.g., medical emergencies or other unavoidable events), we understand that cancellations may be necessary.
- Requests for refunds due to extenuating circumstances will be considered on a case-by-case basis.

- Participants should contact our support team at [Hello@HPLeadershipsummit.com.au](mailto:Hello@HPLeadershipsummit.com.au) with details and relevant documentation.

## **2. Refund Requests:**

- All refund requests must be submitted in writing to [Hello@HPLeadershipsummit.com.au](mailto:Hello@HPLeadershipsummit.com.au) and include the Participant's name, contact information, supporting documentation and the reason for the refund request.

## **3. Presenter Changes:**

- The Presenter reserves the right to make changes to the lineup of speakers at any time without prior notification to the Participants. While we aim to deliver the best possible content, unforeseen circumstances may require adjustments. In such cases, the essence and quality of the program will be maintained through backup speakers, virtual options, or pre-recorded sessions.
- We commit to communicating any significant changes to the event, such as speaker changes or modifications to the schedule, in a timely manner, where possible.

## **4. Travel Delays:**

- The Presenter is not responsible for any travel-related delays or issues encountered by Participants. We recommend Participants plan their travel arrangements with flexibility to account for unexpected delays.

## **5. Participant Illness:**

- Refunds due to Participant illness will be considered on a case-by-case basis. Participants must provide medical documentation supporting their inability to attend the event. Requests should be submitted as soon as possible in writing for timely consideration.

## **6. Dissatisfaction with Content:**

- While the Presenter strives to deliver high-quality content, Participant satisfaction is subjective. Refund requests due to Participant dissatisfaction with the event content will be considered if a written request is submitted within 3 days after the conclusion of the event.

#### **7. No Show or Late Arrival:**

- Refunds will not be issued for Participants who do not attend the event or arrive late. It is the Participant's responsibility to adhere to the event schedule.

#### **8. Refund Processing Time:**

- Refunds, if approved, will be processed within 14 days after the request is approved.

#### **9. Event Cancellation:**

- In the event of the Presenter cancelling the event, Participants will be eligible for a full refund of the registration fee from the Presenter. The refunds will be processed within 14 days of the cancellation date. The Presenter will not be responsible for any additional costs incurred by Participants, such as travel expenses.

#### **10. Contact Information:**

- For refund requests and inquiries, please contact our team at [Hello@HPLeadershipsummit.com.au](mailto:Hello@HPLeadershipsummit.com.au)

By registering for the High-Performance Leadership Summit, Participants acknowledge and agree to the terms outlined in this refund policy.