



Sales, Cancellation, Refund and Transfer Policy

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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 and/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. On the day you cancel membership the automatic monthly renewal of 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 last 30-day period you paid for.
- Members who have selected to enroll with annual payments can cancel at any time. On the day you cancel membership the automatic annual renewal of 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 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 tuition 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 and 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 a training module, a full refund will be issued, less a \$85 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.
- No refunds will be issued for no-shows.
- No refunds will be issued to students who miss a portion of the live training.

Cancellation of OI Expert Membership

- Members who have selected to enroll with monthly payments can cancel at any time. On the day you cancel membership the automatic monthly renewal of your membership stops and your credit card will no longer be charged. No refunds apply. You will continue to have access to OIX Membership through the last 30-day period you paid for.
- No refunds will be issued to Members who have selected to enroll with a full up front payment and cancel membership after 60 days of start date.
- A 75% refund will be issued to Members who have selected to enroll with a full up front payment and cancelled membership within 60 days of start date.
- No certificate will be issued to OIX Members who cancelled membership prior to completing the 12 month training program.

Cancellation of Workshops, Seminars and Events

- If an applicant is denied access to a workshop, seminar or event, for any reason, a full refund will be issued.
- If a workshop, seminar or event is cancelled by Organic Intelligence, a full refund will be issued.
- If a workshop, seminar or event is rescheduled, tuition will be transferred to the rescheduled event. No refund will be issued.
- If a student cancels a workshop, seminar 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 20 days of its start date, a 50% refund will be issued.
- No refunds will be issued for no-shows.

- No refunds are issued to students who miss a portion of a workshop, seminar or event.

Cancellation of Lodging and cCommuter fees for Workshops, Seminars and Events:

- If an applicant is denied access to the workshop, seminar or event, for any reason, a full refund will be issued.
- If a workshop, seminar or event is cancelled by Organic Intelligence, a full refund will be issued.
- If a workshop, seminar 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 or event at least 14 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 13 days of its start date, a 50% refund will be issued.
- No refunds will be issued for no-shows.
- No refunds will be issued to students who miss a portion of the live training.

Cancellation of Case Consultations and Mentor Group Meetings

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

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 have to 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.

Video Makeup

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 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.

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 1 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.