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www.maintraining.thinkific.com
www.sarahcordiner.com

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By accepting these terms you agree to pay the full fee for the Course/Product that you have enrolled in
You agree to pay the full amount of the Course fees even if you do not complete the Course.
If the participant is under 18, the parent/guardian is responsible for the payment of the Course Fees.
The approximate duration of the Course and the duration of access is stated on the course information page - you agree that you have read and understand your access periods.
You are aware that this is not accredited/certified training.

3. Refunds, Chargebacks and Cancellations
MainTraining Pty Ltd/Sarah Cordiner complies with Australian Consumer Law in regard to refunds. We are not required to provide a refund if you change your mind about the course that you chose to enrol into.
However, while course fees are non-refundable, students may have extenuating circumstances* that started/occurred since enrollment that prevented them from undertaking their course.

Where evidence can be successfully provided to support the student’s extenuating circumstances (by email to scordiner@maintraining.com.au), course fees may be refunded or partially refunded as per the following:
100% within 7 days of enrollment if less than 10% of the course has been accessed/consumed.

50% within 14 days of enrollment if less than 10% of the course has been accessed/consumed.

25% within 30 days of enrollment if less than 10% of the course has been accessed/consumed.

Refunds are **not** issued after 30 days of enrollment.

Refunds are **not** issued if more than 10% of the course has been accessed/consumed.

Where you are enrolled in a subscription membership, by accepting these terms, you agree that you have read and understood that you are able to cancel your subscription membership at any time, by logging into your own account at www.maintraining.thinkific.com, clicking on ‘My Account’, clicking on memberships and cancelling your membership.

**No refunds are given on membership subscriptions** as you pay for access to the content, not consumption of the content; and are free to cancel your membership access at any time as per these instructions.

Any chargebacks and dispute fees made through PayPal, Stripe, bank or other means will be appealed against you as per the Terms of Use that you agree to herein, along with a screenshot of your agreement to these upon your digital enrolment.

**Examples of extenuating circumstances which MIGHT be considered valid:**

- Your own health problems, including major accident or injury, acute ailments, hospitalisation (including for operations), or those affecting a significant period of study. (Medical certificate required)
- Personal or psychological problems for which you are receiving counselling, or have been referred to a counsellor or similarly qualified practitioner. (Referral/treatment evidence required)
- Clinical depression or other significant mental health issue. (Medical certificate required)
- Pregnancy-related conditions and childbirth (including a partner in labour). (Medical certificate required)
- Bereavement causing significant impact. (Medical or counselling certificate required)
- Separation or divorce of yourself or your parents. (Legal documentation required)
- Recent burglary, theft or serious car accident. (Police report required)
- Jury service which cannot be deferred. (Notice of jury service required)
- A significant change to your financial circumstances such as being made redundant from employment, gone into administration or filed for bankruptcy (evidence required)

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