



Sales & Refund Policy

Rev. 6/2021

Questions? Contact our customer service:

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info@organicintelligence.org

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 participants 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 info@organicintelligence.org.
- **A request for cancellation is officially granted** once you receive a confirmation of cancellation, either by phone or by email.

Cancellation of End of Trauma™ Course (EOTC)

- If an applicant is denied access to the course, for any reason, a full refund will be issued.
- If for any reason the participant is not satisfied with the End of Trauma Course and cancels within 30 days following the course start date, a full refund will be issued if the participant provides basis for the dissatisfaction.



OI Coaching Certification Program (OICC)

- If an applicant is denied access to the course, for any reason, a full refund will be issued.
- If for any reason the participant is not satisfied with the OI Coaching Certification program and cancels within 15 days following the course start date — the date of the first orientation meeting — a full refund will be issued.

Cancellation of OI HEARTraining® (OIH)

- If an applicant is denied access to the course, for any reason, a full refund will be issued.
- If a course is cancelled by Organic Intelligence, a full refund will be issued.
- If a course module is rescheduled, tuition will be transferred to the rescheduled course, or another HEART location. No refund will be issued.
- If a participant cancels a course at least 21 days prior to a course module, a full refund will be issued, less a \$175 nonrefundable cancellation fee.
- If a participant cancels a course within 20 days of the start date of a course module, a 50% refund will be issued for the tuition for that module; if the participant paid in advance tuition for additional future course modules a full refund will be issued for tuition for those additional future course modules.
- No refunds will be issued for no-shows.
- No refunds are issued to participants who miss a portion of the live course.

Cancellation of HEART by Video

- If an applicant is denied access to the course, for any reason, a full refund will be issued.
- A full refund will be issued to participants that have not accessed or viewed the online course within 30 days of purchase.

Cancellation of OI Expert (OIX)

- Members who have selected to enroll with monthly payments can cancel at any time. To avoid being charged for the following month, your cancellation request must be made at least 3 business days prior to your charge date. If made less than 3 business days before your next charge date, you will still be charged for the current month and your



cancellation will apply to the following month. No refunds apply. You will continue to have access to OIX Membership through the last 30-day period you paid for.

- 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 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.
- No certificate will be issued to OIX Members who cancelled membership prior to completing the program.

Cancellation of other Courses, Webinars, and Events

- If an applicant is denied access, for any reason, a full refund will be issued.
- If a course, webinar, or event is cancelled by Organic Intelligence, a full refund will be issued.
- If a course, webinar, or event is rescheduled, tuition will be transferred to the rescheduled event. No refund will be issued.
- If a participant cancels a course, webinar, 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 participant cancels a course, webinar, or event within 3-20 days of its start date, a 50% refund will be issued.
- If a participant cancels a course, webinar, or event within 72 hours of its start time, no refunds will be issued.
- No refunds will be issued for no-shows.
- No refunds are issued to participants who miss a portion of a course, webinar, or event.

Cancellation of Case Consultations and Mentor Group Meetings

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

Cancellation of Lodging and Commuter fees

- If an applicant is denied access to the course, for any reason, a full refund will be issued.

- If a course is cancelled by Organic Intelligence, a full refund will be issued.
- If a course module is rescheduled lodging or commuter payments will be transferred to the rescheduled course or another location of equal or lesser cost. Any additional costs for lodging or commuter fees that may apply in certain course locations will be the responsibility of the participant. No refund will be issued.
- If a participant cancels a course within 10-20 days of the start date of a course module, a 50% refund of lodging or commuter payments will be issued.
- No refunds will be issued for lodging or commuter payments if a participant cancels a course within 9 days of the start date of a course module.
- No refunds for lodging or commuter payments will be issued for no-shows or for missing a portion of the live course.
- No refunds will be issued to participants who miss a portion of the live course.

Cancellation of CE Credits

- All CE credits must be purchased prior to the start of the course.
- No refunds are issued within 48 hours of the start of the course.
- No refunds will be issued for no-shows.
- No refunds are issued to participants who miss a portion of a course.

HEARTraining Transfers

- It is strongly recommended that you complete a live course 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 courses.
- Requests for transfers have to be made at least 30 days prior to a course start date.
- Requests for transfers are not available for no-shows, or if the transfer request is made within 29 days prior to a course start date.
- Participants making a request for transfer to a different course 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 course location. If course locations happen to be in different regions or countries tuition differences may apply. Payment of any differences is the responsibility of the participant.

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 module. While it's not ideal for your own professional and personal development, you may take HEART 1 and 2 by video and join the journey live in HEART 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 modules 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.