



## **Sovereignty Herbs LLC Service Cancellation & Refund Policies**

### **EDUCATIONAL PROGRAMMING**

#### **Online Live Interactive Programs Cancellation & Refund Policy**

Payments must be current in order to receive the program supplies and access to the student resource pages and/or recordings. Written cancellations must be received by [support@sovereigntyherbs.com](mailto:support@sovereigntyherbs.com) prior to the start of the program up to the date of the first class. Registrants who cancel prior to the start of the program will receive a refund minus a \$100.00 administration fee. No refunds will be given after the first class.

#### **In-person Workshops Cancellation and Refund Policy**

Registrants can receive a refund minus a 20% administration fee for a workshop, program, or intensive if the cancellation is received *7 or more days before the start date*. Unless extenuating circumstances are communicated in writing, no refunds will be given for cancellations received less than 7 days prior to the start date of the workshop, program, or intensive. Refunds will not be given to individuals who register but do not attend.

#### **Clinical Training and Mentorship Programs Cancellation and Refund Policy**

Non-refundable deposits (due upon acceptance) are non-refundable. If you make payments beyond this non-refundable deposit but find that you are unable to attend your intended program, you will be offered a place in a subsequent program or provided with a refund for payments made within 1 month of withdrawing from the program. Unless under extremely special circumstances, there will be no refunds for individuals who choose to leave the program after it has begun. However, these types of circumstances will be considered on a case-by-case basis.

#### **Retreats Cancellation and Refund Policy**

Non-refundable deposits (due upon registration) are non-refundable. If you make payments beyond this non-refundable deposit but find that you are unable to attend the retreat, you will be issued a refund for payments made prior to 30 days of withdrawing from the retreat. Cancellations made less than 30 days to the start of the program will receive a refund minus the non-refundable deposit plus \$150.00 administration fee. Unless under extremely special circumstances, there will be no

refunds for individuals who choose to leave the retreat after it has begun. These types of circumstances will be considered on a case-by-case basis.

## **CLINICAL SERVICES**

### **Herbalism & Wellness Coaching Packages Cancellation and Refund Policies**

*Package Refunds:* Packages are an investment in your health and wellness.

Payments must be current prior to your first consultation. Refunds for packages are not permitted unless there are extenuating circumstances and are accompanied by a written email explanation. Emails must be received 7 days prior to the first consultation to receive a refund minus a \$30.00 admin fee. Termination after the first consultation will receive a refund minus \$150.00 appointment fee and \$30.00 admin fee (to a total \$180.00). Refunds are not available after the second consultation.

*Cancellations and No Show Appointments:* Please note that once you have booked an appointment with us it means that we have reserved time in our schedule exclusively for you. Cancellations made up to 72 hours prior to your appointment will be rescheduled without penalty. If you cancel your appointment less than 72 hours prior to your appointment or do not show up to your appointment, you forfeit one consultation booking and no refunds or rescheduling for that missed appointment will be available.

### **Ohio Free Herbal Clinic No Show Appointments**

Our free clinic appointments are in very high demand. Not showing up for your scheduled appointment deprives another individual in need of being able to have access to herbal care. Unless extenuating circumstances are communicated via phone message or email, clients who schedule but fail to attend their free clinic appointment will no longer be eligible to attend the Ohio Free Herbal Clinic. However, they would be welcomed as paid, private clients.

### **Aroma-Psyche-Body Sessions and Flower Essence Consultations**

Cancellations made up to 72 hours prior to your appointment can be rescheduled or refunded without penalty. If you cancel less than 72 hours prior or do not show up to your appointment, no refunds or rescheduling for that missed appointment will be available. Please note there are no refunds given for personalized Aroma-Psyche-Body blends unless they arrive damaged. Please see our Refunds & Returns policy.

If you purchased one of these sessions/consultations as a gift for someone else, a refund can be given on gift purchases within 12 months of the purchase date. Refunds for gift purchases will not be given if scheduled appointments are not cancelled within 72 hours and/or if the individual does not attend. Please note that gift purchases are non-transferable or redeemable for cash, products, and/or other clinical services.

## **Who to contact about cancellation and refund inquiries:**

For Educational Programming cancellation and refund inquiries, including those surrounding online and in-person programs, retreats, and clinical training and mentorship programs, contact Brooke Sackenheim, Program Manager, at [support@sovereigntyherbs.com](mailto:support@sovereigntyherbs.com) in writing with the order or invoice number in your refund request.

For Clinical Services cancellations and refund inquiries, including herbalism & wellness packages, flower essence consultations, and Aroma-Psyche-Body sessions, please contact Erika Galentin at [office@sovereigntyherbs.com](mailto:office@sovereigntyherbs.com).