



Cancellation / Transfer / Refund Policy for Live and Online Courses

[Submit a written request to cancel, or transfer](#) **no later than 30 days prior to the first day of a workshop. After the course begins, no refunds or transfers permitted.**

Cancellations

Please include the reason(s) for the cancellation request. If the reason is medical, submit a copy of a medical report or note from a physician along with your request. If you would like to leave funds paid on file for a future date, you may request to do so. Submit your cancellation request to the contact person listed on your registration confirmation, or fill out a [help form](#). A \$50 cancellation fee for a live workshop will be deducted from funds paid prior to refunding. See refund information below.

Transfers

Transfers* are available for workshops held within the same country only: US to US or Canada to Canada. If you are desiring to change to a workshop in another country, submit a cancellation request. Please include the workshop date you wish to transfer to in your request. If you are uncertain of a new workshop date, your funds will be left on file until you decide. Submit your transfer request by email to the contact person listed on your registration confirmation, or fill out a [help form](#).

*If you transfer from one workshop date to another you will lose any extra / special discounts that were applied to your initial registration.

**If you request to be transferred more than two times, a \$50 fee will be applied to your third transfer.

Refunds

Refunds are available up to 30 days before the first day of a workshop, and are issued within 3 business days of receipt of a cancellation request, minus a \$50 cancellation fee. Refund requests are submitted to BluePay.com. BluePay.com will send you an email notification for the refund request and will release your funds within 3-5 business days. Refunds can only be made back to the card that was used for purchase. If multiple payments were made, each payment is refunded separately. Refunds will be viewable in your account. If you would like to keep paid funds on file for a future workshop, let us know in your cancellation request.

The Stretch to Win Institute reserves the right to cancel registration and remove the Participant from a workshop if the Participant fails to pay the tuition and any other registration fees in full by the due date set forth in the Institute Registration Portal. Any tuition or registration fees that have been collected by Institute will not be refunded.

Online Courses (Recertification & LifeStretch®)

All payments made for the online Course are non-refundable, and no refunds shall be issued or credits allowed. The Participant's access to the Recertification Course will auto-expire 30 days from the registration date / LifeStretch Course will auto-expire 365 days from the registration date. If Participant pays for, but does not take the Course, they must contact the Institute within 30 days of the Course's expiration by filling out a contact form on the website (at <https://stretchtowin.configio.com/customersupportticket>) to re-open their account as a one-time courtesy in order to take the Course at another time. No further extensions are permitted.