



be brilliant now
a new level of excellence

Terms & Conditions, Cancellation & Refund Policies

Latest revision 31st October, 2011

A note from Julie-Anne, CEO of Be Brilliant Now...

Be Brilliant Now courses, trainings, coaching, mentoring and support materials are written to inspire you to acknowledge and embrace the greatness that lies within all of us. To take responsibility in participating in our own healing journey is a gift we can give to ourselves. It is a 'wake-up call' to the emotional freedom and wholeness already inside. We invite you to take ownership of your actions, reactions and results.

Our trainings and products have been designed to educate, enhance and support your own process and growth. In the field of healing there are no guarantees, and there are as many routes to healing and health as there are people. We trust that the Be Brilliant Now materials will inspire and support you on your path moving forward.

May your chosen journey be filled with the joy of self-discovery and wholeness.

• Training Cancellation Policy

We recognize that plans change and life events sometimes interfere with one's ability to attend a planned seminar, training or event. While we will do everything in our power to help you reschedule; our cancellation policy for events is as follows:

- > More than 60 days prior to the event - fees are fully transferable, or refundable less the deposit and 20% administration fee.
- > 60 - 30 days prior to the event - fees are fully transferable, or refundable less the deposit and \$1,500 cancellation fee.
- > Within 30 days of the event - fees are non-refundable however can be transferred according to availability with an additional 20% administration fee.
- > If you have placed an amount toward a training you have enrolled into, and that amount is less than or is the same amount as the deposit, then no refund will be given, regardless of when your cancellation is lodged.

• Training Refund and Transfer Policy

- > Any refund given, will be done so using the same method as the payment towards the training was made.
- > All transferable fees must be applied to a future training with Be Brilliant Now within 12 months (1 year) from the date of the enrolment agreement. You can choose to extend this by paying the current rollover fee.

• 48-Hour Cooling Off Period

In the event you change your mind altogether you will have 48 hours from the date signed on your enrolment agreement to notify us in writing and have your deposit refunded. After that time, these cancellation, refund and transfer policies apply. Please note, if you were given or sent any books, manuals, CD collections, etc. as part of your deposit, the refund can only occur after returning these to our office. All products need to be in perfect condition otherwise we need to adjust the refund.

• Payment Plan

You may have entered into an investment plan and been given a discount. You must keep all instalments current and on time. Failure to do so will result in you being required to pay the full price for the training plus a penalty of \$200 within 30 days from each defaulted payment.

• Inclusions in the Pricing

The price for each seminar includes the actual live training, pre-event support and any specified materials. All other add-ons are considered bonuses with no further discounts being granted.



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• Attorneys' Fees

If it becomes necessary to enforce this Agreement through legal action, then we shall be entitled to recover reasonable attorneys' fees and costs incurred in such enforcement of this Agreement.

• Certification

Your certification as a Practitioner will be based upon your understanding and ability to demonstrate the skills and techniques covered in these courses respectively and you may be asked to complete certain tasks or projects before you are certified. To gain certification with the ABNLP in Australia and USA you will need to submit your application separately and may only be done so after successfully completing the 53 Question Practitioner Knowledge Paper with a 75% or above pass rate. Certification is not an automatic process. NOTE: Successful candidates will be presented their Certificates only when full payment of the tuition fees has been finalised.

• We Are Here To Support You

When you enrolled for this training, you understood that prior to attending this training you had telephone access to coaches and trainers who were available for coaching support (whether you chose to use it or not). The refund policy is based on that support as well as the training materials you received when you enrolled (if any). And we do every endeavour to provide you with the best training possible.

• Your Satisfaction Money Back Guarantee

If you decide, during the live training, that the training is not for you, as long as you let us personally know in writing before the completion of the second day of training, we will refund the entire tuition fee, less the deposit and 20% administration fee. The refund of the tuition fee will only be made after you return the manual and any other training material given by us at the beginning of the training. Any claims made after the completion of the event are not valid. In the case of an investment plan, full payment is to be honoured.

• No-Show Policy

If you don't show up at the training or abandon the training at any point during the training, no refund is due. The cancellation fee is in this case 100% of the amount paid. If you fail to attend a specific training without notifying us in writing then there will be no refund due to you, although at the discretion of the Be Brilliant Now management you may be able to select another training if it is within the 12 month (1 year) period as specified within these policies.

• Being Disruptive or Unfit To Participate

If, during the seminar you are found unfit to participate in this training (or disruptive in any manner) by a representative and/or staff member of Be Brilliant Now, you will be required to leave the training immediately. No questions or discussions will be entered into, and the Be Brilliant Now representatives and/or staff will be the sole judge. In this case, no refunds or transfers will be given. All training material, including manuals, are to be handed back to us on the spot.

• Subject to Change

> Dates, times, locations and structure of the event are subject to change.
> In the case of a national emergency, an Act of God, terrorism or a natural disaster, training dates or locations may be changed. In this case, no refund will be due. The credit may be transferred to another training to be used within 12 months (1 year) from the original training date or used towards purchasing product.

• General Terms

> All Be Brilliant Now materials are considered the intellectual property of Be Brilliant Now and cannot be used, reprinted or duplicated except for your own personal use. All Be Brilliant Now materials remain the copyright of Be Brilliant Now.
> This agreement shall be governed by, construed and interpreted in accordance with the laws of the State of Victoria, Australia.