

Cancellations and Refunds

Samuel Martin Higham does not provide refunds if you simply change your mind.

Online training is pre-paid for a minimum recurring period of 4-weeks. A training program (minimum 4-weeks) cannot be refunded, cancelled, paused or delayed once it has been paid for and prescribed into your online training profile.

Samuel Martin Higham requires at least **12 hours' notice** to be given for any appointment cancellation. Appointments cancelled outside of this period can be rescheduled.

If you cancel within 12 hours of your appointment, or do not attend a booked appointment, Samuel Martin Higham reserves the right to charge a **cancellation fee of 100%** of the service cost.

If you are more than 15 minutes late for an appointment, and have not notified Samuel Martin Higham, the appointment will be considered cancelled, and you will be charged the full-service cost.

If you cancel more than 4 consecutive appointments, your training time slot may become vacant and made available to other clients.

Appointments are not transferrable to other individuals or groups.

If Samuel Martin Higham cancels an appointment, a full refund will be provided to the client OR the appointment will be rescheduled.

Refunds will also be provided where required under the Australian Consumer Law.