



High Aspirations Payment & Refund Policy

Published: 3 August 2018 | Last Revised 10 November 2018

This policy applies to classes, workshops and courses, and special events subject to any special event exceptions listed. Please note special event transfer rules.

Payment is due at the time of booking¹. Until the invoice is paid, the booking is considered tentative. Should another person wish to book a tentative slot, you will be contacted and asked to make immediate payment. If payment is not received by the end of the day, your booking will be cancelled.

If payment is not received 24 hours prior to the event start time², your booking will be cancelled and your spot offered to any applicable wait list. Participation in classes, workshops and courses is not permitted without prior payment unless arranged otherwise with the High Aspirations directors.

Refunds, exchanges or credits are not available for change of mind. A transfer may be made to another person provided more than 24 hours' notice is given³. Please be aware that special needs (eg dietary requirements) may not be catered for at short notice.

Unable to attend the full program (prior to term commencement)

If you have paid for your class term, workshop or course and due to unforeseen circumstances you are unable to attend, you must contact High Aspirations at least 24 hours prior to the start time. A credit will be issued if the circumstances are deemed suitable at the discretion of High Aspirations. If you do not contact High Aspirations 24 hours prior, no credit will be offered.

Unable to attend part program, including missed classes

If you have paid for your class, workshop or course and are for any reason only able to attend part of the program, the full fee is still applicable. Partial credits are not available. No credits or refunds are given for missed classes in a term program. No missed classes are carried over to another term. If vacancies exist, it may be possible to make up a missed class in another class within the same week of the missed class if 24 hours notice is given. This cannot be guaranteed.

In the case of **High Aspirations cancelling an event** and the event is not rescheduled, refunds or credits will be given equivalent to the value of the cancelled event (if one week's class is cancelled, a refund or credit will be offered for the value of that week's class). If the event is rescheduled and you do not wish to attend the new date/time, a refund or credit will be given⁴.



High Aspirations Payment & Refund Policy

Special Event Exceptions

¹Payments for special events may have different due dates.

²If you do not pay by the due date specified on your invoice or by the payment schedule you are provided with, your booking will be cancelled.

³Six weeks' notice is required for special event transfers. Transfer requests after this time may still be made but it is unlikely they can be accommodated unless you have someone already in mind. Any airfares, accommodations or other logistics not booked or covered by High Aspirations remain your responsibility.

⁴If you have 'Pledged' to attend a special event, you are bound to the date range specified at the Pledge sign up. If you then become unavailable for any or all of that date range or cannot attend the dates finalised by High Aspirations within the date range, you are still liable for the full fee. You may request to transfer your place to another person.

Special Event Transfers

If there is a wait list, High Aspirations will offer your place to the wait list and if the offer is accepted, your transfer will be approved.

If there is no wait list, you may find someone by your arrangement to take your place, subject to approval by High Aspirations (such a transfer may be refused in the event your replacement is considered unfit/unsuitable for the event, has an outstanding account, or has been removed from a High Aspirations class/workshop/event in the past due to misconduct or failure to pay).

All transfers must be approved by High Aspirations. It is not permitted to send someone in your place without contacting High Aspirations. They may be refused attendance you will not be refunded or credited for any fees or invoices outstanding.