



BREAK THE BURNOUT LOOP VIRTUAL RETREAT

Step into boldness, sisterhood, and deep joy – the beginning of your burnout recovery.

23rd–24th May 2026 | Zoom

Cancellation & Refund Policy

We're excited to welcome you to the Break the Burnout Loop Virtual Retreat. Please read this cancellation and refund policy carefully before registering, especially if you are using a payment plan or accessing early-bird pricing.

1. Overview – Australian Consumer Law

In accordance with the Australian Consumer Law, you are entitled to a remedy (refund, replacement, or compensation) if the retreat:

Is cancelled by us, you will receive full refund including the deposit.

2. Change of Mind or Personal Circumstances

We understand that things come up. If you need to cancel for personal reasons:

More than 14 days before the retreat:

- Full refund, less \$100 deposit whereby you will receive your goodie bag valued more than \$100, or
- Free transfer to a future retreat or to another person.
- 7 to 14 days before the retreat:
- 50% refund, less \$100 deposit whereby you will receive your goodie bag valued more than \$100, or
- Free transfer to a future retreat or to another person.

Less than 7 days before the retreat or no-shows:

- No refund due to preparation and delivery costs already incurred. You will receive your goodie bag valued more than \$100.
- You may be granted access to digital materials or receive a credit towards a future retreat (at our discretion).

3. Early-Bird Registrations

- If you register using an early-bird discount, the same cancellation rules apply (see section 2), with one exception:
- Refunds will be processed based on the amount paid, not the full standard price.

Example:

If the standard price is \$599 and early-bird was \$499, the 50% refund would be \$149.50 (less \$100 deposit).

4. Payment Plans

If you're paying in instalments:

- The initial deposit is non-refundable unless the event is cancelled by us (see section 5).
- If you cancel before the retreat and after your second payment, standard refund terms apply based on what has already been paid.
If you miss a scheduled payment without notice, your retreat access may be paused until payment is resolved.
- If you cancel midway through your payment plan, we do not collect future instalments, but previous payments are subject to the above refund terms.

5. Cancellation or Rescheduling by Us

If we cancel or reschedule the retreat due to circumstances beyond our control (e.g. illness, technical issues):

- You will be offered a full refund, or
- The option to attend the rescheduled event, or
- A credit toward a future retreat.

6. Transfers

You may transfer your ticket to another person at no cost, up to 48 hours before the event. Just email us their full name and contact details.

7. How to Request a Refund or Transfer

Please email: ingridgalloway@gmail.com

Include your name, date of registration, and reason for cancellation.

We aim to process refunds within 7 business days of approval.