

# *Human Sun Institute*

## Basic Policies

### Introduction

The following sections summarize our basic policies with respect to the business of purchasing goods or services from Human Sun Institute. The exchange of goods or services and the agreement binding them are vital elements of conducting our conscious Heart-focused business. They are stated in a simple, matter of fact, businesslike way. In presenting them in this manner, we assume that you also are assuming all the sacred, deep, and profound matters that these “bottom-line” policies are designed to give you and us (Saniel and Linda and the Human Sun Institute staff and team) the fullest possibility of deeply enjoying. These policies are containers to provide structure and eliminate ambiguity in the practical and financial details of our interactions.

### Personal Sessions

#### **Scheduling sessions**

You are responsible for scheduling personal consultation session dates with Saniel or Linda, preferably by sending email to [info@humansuninstitute.com](mailto:info@humansuninstitute.com). We ask that you not begin the scheduling process until we have received your payment, unless you have an agreement with us to pay at the time of the session.

Sessions paid for but not used are not refundable or transferable. They may, however, be rescheduled for a future date within one year of the payment date. If a session has not been scheduled by that time, the fee for the session is forfeit.

#### **Rescheduling sessions**

If you are unable keep your appointment for a personal session with Saniel or Linda and you give us 24 hours notice, you may reschedule the session without penalty. Otherwise, the fee for that session is forfeit, except in cases of emergency.

If Saniel or Linda must cancel your session less than 24 hours before the scheduled time, we will reschedule the cancelled session and give you an additional session of the same length at no charge.

If the cancellation is due to an emergency for either party, the session can be rescheduled without penalty. In that case it's up to the canceling party to inform the other immediately, preferably via email to [info@humansuninstitute.com](mailto:info@humansuninstitute.com).

### Live courses

#### **Privacy**

Live courses and telecourses are often recorded for playback by course participants. With respect to privacy, participants should know that these recordings may

subsequently be developed as on-line audio or multi-media courses to be sold through our webstore as elements of the ongoing curriculum of Human Sun Institute. The materials for these courses may also include edited selections from any online or email forums, such as “Google Group” emails, that participants and teachers may post. However, we will always take the intimate private communications of participants carefully into account, and will not knowingly publish anything that they would find embarrassing or inappropriate to be released to the public.

## **Refunds**

If you purchase a live course and find subsequently that you are unable to attend, you are entitled to a refund of 50% of the price paid, as long as we’re given notice at least 10 days before the course starting date. If we must cancel a live course due to inadequate enrollment, all registrants will receive a full refund.

## **Personal intensives and residential retreats**

You are responsible for scheduling the date of your personal intensive or residential retreat. No refunds are given on personal intensives and residential retreats, except in cases of emergency. If you must cancel a residential retreat and you give us at least 10 weeks’ notice and an explanation of the reasons, credit will be granted towards a future residential retreat of the same duration, which may be redeemed within a year of the purchase date. Otherwise, except in cases of emergency, the fee is forfeit. Personal intensives are not subject to refund or credit, except in cases of emergency.

## **Deliverables**

No refunds or credits are granted for online courses, ebooks and other digital delivery items once the order has been received, since these items ship immediately. Please inform us if a deliverable is ever received in damaged condition and we’ll send a new one.

## **Subscriptions**

Subscriptions may be cancelled at any time. Payments already made towards subscriptions are not refundable.

## **Payment Plans**

Because of the additional inconvenience and risk we’re incurring, no refunds or credits will be given for programs or items ordered on payment plans, even if the entire order or part of it has not been delivered. Note that a payment plan is a contract that is binding for the full purchase price. Therefore, the full purchase price is due even if you withdraw from the program or don’t make use of some or all of it. Please be aware of this when entering into a payment plan arrangement.