

Human Sun Institute

Refund and Return Policies

Scheduling sessions

You are responsible for scheduling personal consultation session dates with Sanieel or Linda, preferably by sending email to info@humansuninstitute.com. We ask that you begin the scheduling process after we have received your payment, unless you have an existing agreement to pay at the time of the session.

Sessions purchased but not used are not refundable or transferable. They may, however, be rescheduled for a future date within one year of purchase. If a session has not been scheduled by then, the session fee is forfeited.

Rescheduling sessions

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

If Sanieel 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.

Live Course 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 you provide at least 10 days' notice before the course starting date. If we must cancel a live course due to inadequate enrollment, all registrants will receive a full refund.

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Personal intensives and residential retreats

You are responsible for scheduling the date of your personal intensive or residential retreat. No refunds are given for personal intensives and residential retreats, except in cases of emergency. If you must cancel a residential retreat and you provide 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 forfeited. 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 replace it.

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, no refunds or credits can be given for programs or items purchased via payment plans, even if the entire order, or part of it, has not been delivered. A payment plan is a binding contract for the full purchase price. Therefore, the full 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.