

## Cancellation Policy – Littlest Mindful Minds

### Purpose and Scope

This policy applies to all bookings for Littlest Mindful Minds 8 week in-person program. It covers the followings instances:

- a) A participant wishing to cancel their enrolment before or during the term.
- b) A participant not being able to attend a session (“cancelling”).
- c) Mindful Parenting Lifestyle needing to cancel a session.

### Definition

Participant – a child and their parent/carer.

Enrolment – the full program consisting of 8 weekly sessions within a term.

### Policy

1. In the event that a participant wishes to cancel their enrolment, they will be refunded for the number of the sessions remaining in the term.
2. In the event that a participant cancels a session which has been paid for:
  - a. They will receive a credit for a session to be held the following term.
  - b. A participant can cancel up to two sessions per term.
  - c. If a participant cancels more than two sessions no further credits will be provided.
3. In the event that Mindful Parenting Lifestyle cancels a scheduled session:
  - a. Depending on the circumstances in which the session has been cancelled:
    - i. A pre-recorded Littlest Mindful Minds session will be provided for the participant to watch in their own time; OR
    - ii. A live zoom session will be held at the same scheduled time, for participants to join in.
  - b. Participants will be advised via email and text message of the cancellation at the earliest possible opportunity. This communication will include the method in which the replacement session will be provided.
  - c. A credit will be provided for a session to be held the following term.