

# Ellel Ministries™

CANADA

## **REFUND & CANCELLATION POLICY**

### COURSES

#### Multi-Day

- R To book a multi-day course, a non-refundable, non-transferable deposit of \$100.00 is required.
- R Full payment of a multi-day course is required no less than 2 weeks before the event.
- R If a person has paid for a course in full and cancels up to two weeks before the event, the course is refundable less the \$100.00 deposit.
- R If a person has paid for a course in full and cancels within 2 weeks of the event, 50% of the cost of the course is refundable.
- R If a person has paid for a multi-day course in full and cancels within 48 hours of the event, the course is not refundable.

#### One Day

- R Full payment of a one-day course is required no less than 2 weeks before the event.
- R If a person has paid for a one day course in full and cancels within 48 hours of the event, the course is not refundable.

#### Books & Resources

- R A refund will be given for a book that is returned in new condition within 30 days.
- R A refund will be given for gift merchandise that is returned in new condition within 30 days.
- R CD's and DVD's are not refundable, but can be exchanged for other merchandise.

Bringing the heart of God to the heart of man