

HEALING OF MAGIC Cancellation Policy

Cancellation by Healing of Magic and/or Host Facility

Workshops may need to be canceled if enrollment is low, due to an emergency, or if the host facility is officially closed due to bad weather. If the workshop is cancelled, the Healing of Magic office will make every effort to contact all registered learners as soon as that decision has been determined. We will use the phone number and/or email address provided on the learner's registration form. Learners are also welcome to contact the Healing of Magic office at 434-384-4740 to confirm class status.

EXAMPLE OF NOTIFICATION: Dear Healing of Magic Workshop Participant: We regret to inform you that the Healing of Magic workshop for which you are registered scheduled for DATE at LOCATION has been cancelled. Your registration fee will be refunded within 2 weeks in the same way that it was paid, i.e. check or credit card. If you would like further details, please contact our office by email at info@MagicTherapy.com

In the case of a cancellation, registrants will receive a full refund based on the method in which they paid, i.e. check or credit card. Registrants should allow 2 weeks for refunds to be processed.

Cancellation by Learner

Cancellations by the learner received 2 weeks before the start of the course will be entitled to a full refund of the registration fee.

Cancellations received less than 2 weeks before the course start date will be entitled to a refund less a late cancellation charge (15% of registration fee).

No refunds will be given for cancellations received on or after the course start date or for no shows.

To cancel a registration, the registered learner must submit a request to the Healing of Magic office by calling (434-384-4740) or email (info@magictherapy.com). If Healing of Magic offices are closed or phone lines are busy, the learner should leave a voice message which is automatically date/time stamped.

All registrants who cancel by phone or email must provide their name, the title and date of the workshop for which they are cancelling the registration, and a phone number and/or email address to which Healing of Magic can acknowledge receipt of cancellation.

Registered learners may also contact the host facility using the contact information that was provided in the registration confirmation.

HEALING OF MAGIC Complaint Resolution Policy

Learners have the right to grieve and/or complain. All complaints should be made in writing to Healing of Magic within 5 days of the workshop.

Healing of Magic will investigate the complaint and answer the complainant within 10 business days. Every effort will be made to respond in a timely manner and to the satisfaction of the learner.