

Coherence Advantage® and Activating the Heart of Teams®

Cancellation Policy

All timeframes listed below are **before the first class**:

- 30+ days: \$400
- 15 – 29 days: \$800
- 1 – 14 days: \$1,500
- **After first class begins**: no refunds, no transfers

Transfer Policy

For those already enrolled: **Transfers are limited to one time** and only to a class series that has not started:

- If your current class begins in 30 days or more from transfer date, there will be a \$500 fee.
- If your current class begins within 29 days from transfer date, there will be a \$1,500 fee.

****Emergencies will be considered on a per case basis.***

Note: Attendance in all classes and teach back sessions is required for certification.

If a Class or Teach Back Session is missed due to an emergency, contact your trainer immediately.

Successful Certification Completion — HeartMath is committed to supporting the success of every trainer candidate. If the trainer candidate has not satisfied the certification requirements during the certification program, HeartMath offers additional support to assist in successfully completing certification status. The average time to achieve this is between 1 and 3 hours at a cost of \$150 per hour. Once the trainer candidate has passed this process, and paid the additional fees, certification will be granted and HeartMath will provide access to the resources as stated in this license agreement.