# Equi-Soul – Returns and Refunds Policy

**Last updated: November 2026**

Thank you for choosing Equi-Soul. We value your time, trust and investment in our services and programs.

This policy explains our cancellation, rescheduling, refund and return procedures for bookings, events, courses, digital products and physical merchandise.

Specific terms provided at the time of registration may apply to certain programs or purchases. Nothing in this policy limits any rights you may have under applicable consumer protection laws.

## 1. Individual Sessions and Appointments

For private sessions, virtual sessions and other individual appointments:

- A minimum of 48 hours' notice is required to cancel or reschedule without a cancellation charge.
- Cancellations or rescheduling requests made with less than 48 hours' notice will be charged the full session fee.
- Missed appointments or no-shows will be charged the full session fee.
- Deposits are non-refundable unless otherwise required by law or agreed to in writing by Equi-Soul.

Please contact us as soon as possible if you need to change an appointment.

## 2. Workshops, Group Programs and Retreats

Workshops, group programs, retreats and special events often require advance planning, venue arrangements, supplies, practitioner commitments and other non-recoverable expenses.

Unless otherwise stated in a written agreement or required by law:

- Deposits are non-refundable.
- Participant cancellations are not eligible for a refund.
- Registrations are non-transferable to another participant, date or program.
- Missed sessions or events are not refundable.

Please review the details of your chosen event before completing your registration.

# 3. Equi-Soul Facilitator Certification and Professional Training

Facilitator certification courses and professional training programs require advance preparation, limited enrollment and reserved training space.

Unless a separate written agreement states otherwise:

- The $1,000 registration deposit is non-refundable.
- The remaining course balance is due one month before the course start date.
- Registrations made less than one month before the course start date require full payment.
- Participant cancellations and withdrawals are not eligible for a refund.
- Registrations are non-transferable to another participant or future course.

These terms are subject to any rights or remedies that may apply under applicable law.

Please contact Equi-Soul as early as possible if you are unable to attend.

# 4. Online Programs and Digital Products

Digital products may include online courses, workbooks, downloadable resources, ebooks, recordings and other electronic materials.

Because digital products may be accessed or downloaded immediately after purchase, sales are generally final once access has been provided or a download has been made available, except where required by applicable law or where the product is defective, inaccessible or materially different from its description.

If you experience difficulty accessing a digital purchase, please contact us. We will make reasonable efforts to resolve technical or access issues.

Digital purchases are intended for the individual purchaser unless a group or commercial licence is expressly provided.

# 5. Physical Merchandise

All physical merchandise sales are final.

We do not accept returns or exchanges for change of mind, incorrect selection or other preference-based reasons.

If an item arrives damaged, defective or incorrect, please contact us within 7 days of receiving your order, where possible, with your order details and photographs of the issue.

We will review the issue and determine an appropriate remedy, which may include replacement, repair or refund where appropriate or required by applicable law.

Nothing in this section limits any consumer rights that cannot legally be excluded.

## 6. Cancellations or Postponements by Equi-Soul

Occasionally, Equi-Soul may need to cancel, postpone or significantly change a session, event, course or program due to circumstances such as weather, horse welfare, instructor availability, facility issues, insufficient registration or other unforeseen circumstances.

Where an activity is cancelled or postponed due to weather or circumstances beyond our reasonable control, participants will generally be offered a credit toward a future Equi-Soul service or program.

Where Equi-Soul cancels a service and cannot provide a suitable alternative, participants will be offered an appropriate remedy in accordance with applicable law and the circumstances of the purchase. This may include a refund where required.

We will communicate any changes as early as reasonably practical.

## 7. Refund Processing

Where a refund is approved or legally required, it will generally be issued to the original payment method where possible.

Processing times may vary depending on the payment provider or financial institution.

If a refund cannot be processed through the original payment method, Equi-Soul will contact you to arrange an appropriate alternative.

## 8. How to Contact Us

For questions about cancellations, returns or refunds, please contact:

**Equi-Soul**
Email: equi-soul@outlook.com
Phone: 613-880-9660
Website: https://www.equi-soul.com/

Please include your name, booking or order details and a brief explanation of your request.

## 9. Applicable Law

This policy is subject to applicable consumer protection laws in Ontario and Canada. Where a legal right to a cancellation, refund, return or other remedy applies, that right will take precedence over any conflicting term in this policy.