

Policies & Refunds

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At The Elara Institute, we are committed to providing thoughtful, relational learning experiences rooted in trust and transparency. Please review the following policies before registering for any of our offerings.

Live Training Cancellation & Refund Policy

We understand that plans change and life happens. To ensure fairness and sustainability, our cancellation policy for live events is as follows:

Cancellations:

- Cancellations made **14 days or more before** a live training are eligible for a **full refund**, minus any applicable processing fees.
- Cancellations made **7 to 13 days before** the event are eligible for a **50% refund**.
- Cancellations made **less than 7 days before** the event are **non-refundable**.

Substitutions:

If you're unable to attend, you may transfer your registration to another participant **up to 24 hours before the event**. Please email us at meghan@elarainstitute.ca to make arrangements.

No-Shows:

Registrants who do not attend and have not cancelled in advance are not eligible for a refund or credit.

Event Cancellation by The Elara Institute:

If a training is canceled by us due to unforeseen circumstances, registrants will be offered a **full refund** or the opportunity to transfer to a rescheduled date.

Digital Products & Course Refund Policy

Due to the nature of digital content, all **digital products** — including community circles, self-paced courses, ebooks, downloadable workbooks, and recorded workshops — are **non-refundable**.

We encourage you to read all product descriptions carefully before purchasing and reach out with any questions to ensure the offering is a good fit for your needs.

We stand behind the quality of our materials and are happy to clarify content or offer guidance in using the resources. Please email us at meghan@elarainstitute.ca with any concerns.

Accessibility & Support

If you have accessibility needs or concerns that impact your ability to participate in our programming, we welcome you to reach out. We will do our best to accommodate where possible.

If you have any questions about our policies, please contact us at:



meghan@elarainstitute.ca



www.elarainstitute.ca

