

What is Your Course Cancellation Policy?

Z-Health Course Cancellations:

For US courses, we reserve the right to cancel a course 4 weeks prior to the event start date.

For International courses, we reserve the right to cancel a course 12 weeks prior to the event start date.

If the company cancels a course, the student may either keep the tuition on file and attend another course or receive a refund for the course tuition only. All other expenses are the responsibility of the student.

Student refund requests:

Student may ask for a full refund after attending the first day. Attending the second day forfeits any refund opportunity. The refund request needs to include the reason(s) a refund is requested. Z-Health Performance Solutions, LLC reserves full right to decide whether or not refunds will be granted after Day 1. Refunds are not guaranteed at this point.

Student Course Cancellation:

Essentials

A full refund may be requested if the student has not attended the course. Student may cancel up to 14 days prior to the course start date. If less than 14 days prior then 50% is non-refundable.

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No refunds or transfers will be allowed once the payment has been made and digital material is granted. The intellectual property within the study material and the digital 4-day course cannot be returned. Attendance to the accompanying 4-day live training will be honored indefinitely as long as space allows and sufficient notice is given.

International students:

Tuition payment must be in U.S. funds only. Students in Canada and foreign countries will be responsible for payment of any applicable custom duties, taxes, and money transfer fees.

Refund Payment:

If possible, a refund will be put back on the card that was used for the initial payment. If this is not an option, a check will be mailed if the student resides or works in the United States. A PayPal payment or wire transfer will be available internationally. The recipient is responsible for all transaction fees for both themselves and Z-Health.