



# COUNTERSTRAIN

The Jones Institute

## Terms and Conditions

*Last updated February 2021*

### General Terms

Upon registering for a course, registrants shall agree to the following Terms and Conditions. Terms are dependent upon multiple factors including but not limited to: request type (course cancellation vs tuition transfer), date of request, method of payment, applicable discount, etc.

The terms outlined under Course Cancellations apply to all courses except those purchased with vouchers (e.g. course bundles) and those which include online learning course materials (e.g. Jones Counterstrain Complete Body). Vouchers are non-refundable and do not expire.

**A 1-2 week processing period will apply to all fees and transactions referenced in this document.**

### Course Cancellations

#### Course cancellations requested by registrant

Registrants must submit a [Course Cancellation Request](#) form in order to cancel a course.

- If the cancellation is requested more than 30 days prior to the course start date, a \$75 processing fee will be assessed. Registrants may have their remaining balance refunded to the original payment method or converted to an account credit for future use.
- If the cancellation is requested within 14-30 days of the course start date, a \$150 processing fee will be assessed. Registrants may have their remaining balance refunded to the original payment method or converted to an account credit for future use.



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- If the cancellation is requested less than 14 days prior to the course start date, no refund will be given. A \$300 processing fee will be assessed and the registrant's remaining balance will be converted to an account credit for future use.
- If the registrant is absent on the first day of the course regardless of the reason, they will automatically forfeit their tuition and right to a refund or tuition transfer. No exceptions.

## Certification test cancellations requested by registrant

- If the cancellation is requested more than 14 days prior to the test date, a \$75 processing fee will be assessed and the remaining balance will be refunded to the registrant's original payment method.
- If the cancellation is requested within 14 days of the test date, no refund will be given. A \$300 processing fee will be assessed and the registrant's remaining balance will be converted to an account credit valid only for the following year's certification test.
- If the registrant was granted a tuition waiver to retake a course in preparation of the test and requests to cancel the test, the standard tuition rate will be applied to the course retroactively and deducted from the registrant's remaining balance.

## Cancellations initiated by The Jones Institute

- If The Jones Institute initiates the cancellation of a course or certification test, tuition will be refunded to the registrant's original payment method.

## Tuition Transfers

Registrants must submit a [Course Cancellation Request](#) form in order to transfer their tuition to another course.

- If the request is made more than 30 days prior to the course start date, tuition will be transferred to the registrant's preferred course (subject to availability) and no fee will be assessed.



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- If the request is made within 14-30 days of the course start date, tuition will be transferred to the registrant's preferred course (subject to availability) and a \$150 processing fee will be assessed.
- If the request is made less than 14 days prior to the course start date, tuition will be transferred to the registrant's preferred course (subject to availability) and a \$300 processing fee will be assessed.

## Fees and Discounts

- Returned check fee: A \$35 fee will be assessed per returned check regardless of the reason (e.g. non-sufficient funds, closed account, etc.).
- Discounts and special offers: By accepting a discount or special offer, registrants agree to its terms and conditions including cancellation and refund policies as noted at the time of purchase and/or in the applicable marketing campaign.