How does the Money-Back Guarantee work?

Booking question or problem · https://www.makingmoves.net/FAQ/money-back-guarantee/

Because we know how **effective the Sunflower Effect Courses® are**, if you are paying for yourself, we offer the **No Moves Money Back Guarantee**.

If you **attend 10 out of the 12 sessions** of any 12-week course (5 sessions out of 6 of any 6-week Intensives) and **participate fully in the sessions and you have gained nothing from the experience,** then we will refund you money (less the fess the card company charges us).

If you are participating in a weekend event – you need to attend the full **workshop or course** – and not be more than 15 minutes late at the start of each day.

What do you mean “participate in full”?

We mean that you’re putting **your best foot forward**. You are visibly “doing your best” and engaging in the process. That doesn’t mean that you won’t have resistance, won’t be scared or won’t have challenges to overcome. **We will support you to the best of our ability with overcoming these issues.**

It is just that if you are **half-hearted** about participating, then you will **get half-hearted results**. That’s the way it is.

We also ask you to keep me or your Course Leader informed that you are **having an issue with the course**. It may become apparent that you are **not doing the right course** in which case it may be possible to transfer you to another course

We also ask you to wait six weeks after a course or workshop has finished before you apply for your refund. Because it can **take a little while for the shifts to take place**.

We also ask you to apply for the 100% Money Back Guarantee **within 90 days of completing your course.** See paragraph 7 of our terms and conditions.



A participant going for it

The Refund Process

We will first ask you to fill out a form in which you identify what you were seeking to achieve and why it didn't work for you.

We will then have a conversation on the phone about your experience and why the course didn't work for you.

We will explore whether the expectations you had in participating in the course were reasonable, given the issues you were having when you joined the course.

If, out of that, it becomes clear that you were doing the wrong course, **we may offer you an alternative course** at a reduced rate because we want you to get results.

If it becomes clear that the course has not worked for you, and this is **not connected to a psychological blockage or issue**, and another course would not have solved your problem, then we will refund you money (less the fees the card company charges us).

In most cases, the reason that a course hasn't yet worked for you is that **there is a deeper block** . Most people benefit from doing more than one course and experience double the benefits from

participating in their second course.

There may also be an **underlying issue** like a mental health issue, that is making it harder for you to get benefit from the courses. Although people with psychological issues do see dramatic improvements in their confidence levels, in comparison to other courses, **their progress is slower, and benefit from doing more than one course.**

PLEASE NOTE: The Money-Back Guarantee is offered **as peace of mind** to people who are paying for themselves. We don't offer a money-back guarantee **if your employer is paying for you**. But we do want to know more about why you think the course hasn't worked for you.

Our Terms and Conditions

Which course is right for you

How to get started