

HILT Attendance, Make-up & Refund Policy

Updated November 2023

Attendance is taken at all HILT sessions. We encourage participants to attend every session to receive the full benefit of the program, create enriching experiences with their cohort and earn the HILT 48hr Graduate Certificate.

Three make-up sessions are included in the price of your program. After three sessions have been missed the participant can sign up for individual sessions at a rate of \$240/session.

It is the participant's responsibility to schedule make-up sessions.

Instructions for making up a session:

1. Email Tiffany@humanergy.com participant name and the HILT session number and topic for make up.
2. Tiffany will email back with session availability, date and time.
3. Participant to confirm make-up session date and time.

A missed make-up will count towards your three allowed make-ups.

Please notify us if you have had a schedule change, or if you're experiencing any other difficulties that may cause you to miss more than three sessions. We will do our best to work with you.

REFUNDS:

As space is limited refunds will be handled as follows:

- 100% refund 30 days before HILT launch date
- 50% refund 15 days before launch date
- 25% refund 5 days before launch
- No refund 4 within 4 days of launch date or after launch

** You may swap a participant one time during the series. Example: If your HILT participant leaves the company after any session you may send another participant in their place. Any new materials requested will be an additional cost. The new participant may make up only those sessions they are accounted for on the attendance sheet. See make-up policy above. Note: only 3 make-up sessions are allowed even if split between two different participants.

