

REFUND AND CANCELLATION POLICY

Last updated: 29 May 2026

1. About This Policy

GOLG Pty Ltd trading as Recreate & Rise operates www.recreateandrise.com and provides mentoring, education and personal development services for women navigating divorce, loss and major life transitions.

This Refund and Cancellation Policy explains how cancellations, rescheduling, refunds, transfers, credits, missed sessions, payment plans and recurring payments are handled for our paid services, programs, memberships, sessions, workshops, webinars, digital resources and related offerings.

This Policy should be read together with our Website Terms of Use, Privacy Policy, Website Disclaimer, Membership Terms and any specific program or service terms provided at the time of purchase or enrolment.

2. Australian Consumer Law

Nothing in this Policy limits, excludes or modifies any rights you may have under the Australian Consumer Law or any other applicable law.

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. Where a service has a major failure, you may be entitled to cancel the service contract and receive a refund for the unused portion or compensation for its reduced value. You may also be entitled to compensation for other reasonably foreseeable loss or damage.

Where there is an inconsistency between this Policy and your non-excludable legal rights, your legal rights will apply.

3. General Refund Position

Except where required by law, Recreate & Rise does not generally offer refunds for:

- change of mind;
- non-attendance or missed sessions;
- failure to participate or complete a program;
- changes in personal circumstances;
- a decision that the service is no longer suitable after purchase, where the service has been provided as described;
- digital resources, downloads, recordings or materials that have already been accessed, supplied or delivered; or
- partial use of a program, membership, session package, resource or paid service.

Recreate & Rise may, at its discretion, offer a transfer, credit, reschedule or partial refund where it considers this reasonable in the circumstances. Any discretionary outcome does not create an obligation to provide the same outcome in the future.

4. Cancellations by You

If you need to cancel a paid appointment, mentoring session, workshop, webinar, program place or other booked service, you must notify us in writing as soon as possible by emailing connect@recreateandrise.com.

Unless different terms are provided for a specific service or program, cancellation requests must be received at least 7 days before the scheduled appointment or service date.

Cancellation is only effective once Recreate & Rise confirms receipt of your cancellation request in writing. You are responsible for ensuring you receive confirmation before assuming a booking has been cancelled.

Where less than 7 days notice is provided, or where you do not attend, Recreate & Rise may treat the booking as used and no refund, credit or reschedule will be provided, except where required by law or where Recreate & Rise agrees otherwise at its discretion.

5. Rescheduling

We understand that unexpected circumstances may arise. Where possible, Recreate & Rise will try to accommodate reasonable rescheduling requests.

Unless different terms are provided for a specific service or program:

- rescheduling requests must be made in writing at least 7 days before the scheduled appointment or service date;
- rescheduling is subject to availability;
- a rescheduled session or appointment must usually be completed within 60 days of the original date; and
- repeated rescheduling may be declined where it affects program delivery, group scheduling or service availability.

Requests made with less than 7 days notice may be declined or treated as a missed session, except where required by law or where Recreate & Rise agrees otherwise.

6. 1:1 Mentoring Sessions and Appointments

For 1:1 mentoring sessions, discovery calls, paid strategy sessions or similar appointments, the following apply unless otherwise stated at the time of booking:

- free discovery or connection calls may be cancelled or rescheduled with reasonable notice;
- paid appointments cancelled with at least 7 days notice may be rescheduled or credited at Recreate & Rise's discretion;
- paid appointments cancelled with less than 7 days notice may be forfeited; and
- missed appointments or late attendance may result in the session being treated as completed.

If you arrive late to a session, the session may still finish at the scheduled end time to respect other commitments and bookings.

7. Programs and Group Mentoring

For structured programs, including group mentoring, online programs, multi-week programs and similar offerings, your place is reserved once payment, deposit, enrolment or acceptance is confirmed.

Because group programs involve limited places, planning, preparation, materials and scheduled delivery, refunds are not generally available for change of mind, non-attendance, missed sessions, failure to complete the program or changes in personal circumstances, except where required by law.

If you request cancellation before a program begins, Recreate & Rise may, at its discretion, offer one of the following:

- a transfer to a later program round;
- a credit toward another Recreate & Rise service;
- a partial refund, less reasonable administrative, preparation, processing or materials costs; or
- another outcome agreed in writing.

Once a program has commenced, fees are generally non-refundable, including where you do not attend or complete all sessions, except where required by law.

8. Memberships and Recurring Subscriptions

For memberships, subscriptions or recurring payment services, the specific membership terms displayed at the time of purchase or enrolment will apply.

Unless otherwise stated:

- membership fees are billed in advance;
- you may cancel future renewals by giving written notice before the next billing date;
- cancellation stops future billing but does not usually result in a refund for the current billing period;
- access to membership content, community spaces or resources may continue until the end of the current paid billing period, unless access is terminated for breach of terms or unsafe conduct; and
- founding member, lifetime price or promotional rates may be lost if you cancel, pause, default on payment or fail to maintain continuous membership, unless Recreate & Rise agrees otherwise in writing.

Recreate & Rise will not intentionally make cancellation difficult. However, you are responsible for submitting cancellation requests in accordance with the instructions provided for the relevant membership or subscription.

9. Digital Resources, Downloads, Recordings and Online Materials

Digital resources, downloadable materials, recordings, workbooks, templates, assessment results, online content and similar digital products are generally non-refundable once supplied, accessed, downloaded, emailed, made available or delivered, except where required by law.

Access to digital materials may be time-limited, membership-limited, program-limited or subject to additional terms. You must not share, copy, reproduce, distribute, teach, sell or commercially use Recreate & Rise materials unless we give written permission.

10. Workshops, Webinars and Events

For workshops, webinars, online events and similar one-off or short-form services, fees are generally non-refundable for change of mind, non-attendance, technical issues on your side, or failure to access the event at the scheduled time, except where required by law.

Where recordings or resources are provided after an event, access to those materials may be offered as a courtesy and does not automatically create a right to a refund if you do not attend live.

11. Payment Plans and Failed Payments

If you purchase a service using a payment plan, you agree to pay all instalments when due, unless otherwise agreed in writing or required by law.

A payment plan is not a subscription that can be cancelled simply because you decide not to continue participating. It is a payment arrangement for the total agreed program, membership, service or package fee, unless the specific offer terms state otherwise.

If a payment fails, is declined, reversed or remains unpaid, Recreate & Rise may:

- contact you to arrange payment;
- pause or suspend access to services, resources, sessions or membership spaces;
- cancel or delay delivery of services;
- remove you from a program, membership or community; and/or
- recover reasonable costs associated with unpaid fees, subject to applicable law.

You are responsible for keeping your payment details up to date.

12. Transfers, Credits and Substitutions

Recreate & Rise may, at its discretion, allow a transfer, credit or substitution instead of a refund.

Any transfer, credit or substitution must be confirmed in writing and may be subject to availability, program suitability, timing, administrative requirements and any specific terms attached to the original offer.

Credits are not redeemable for cash unless required by law. Unless otherwise agreed in writing, credits must be used within 12 months of issue.

13. Cancellations or Changes by Recreate & Rise

Recreate & Rise may need to cancel, reschedule, postpone, modify or replace a service, session, program, workshop, webinar or membership inclusion due to illness, emergency, low enrolment, technology issues, operational requirements, force majeure or other circumstances beyond our reasonable control.

Where Recreate & Rise cancels a paid service and cannot reasonably provide the service, reschedule it or offer a suitable alternative, you may be entitled to a refund of the unused portion of the fee, subject to your rights under Australian Consumer Law.

Where a service is rescheduled, replaced or provided in a substantially similar form, Recreate & Rise may offer a transfer or credit instead of a refund, except where the law requires otherwise.

14. Waiver Requests and Compassionate Circumstances

You may request a waiver, transfer, credit or special consideration where serious circumstances prevent you from attending or participating.

Recreate & Rise may consider circumstances such as:

- serious illness or injury;
- death or critical illness of an immediate family member;
- hospitalisation of you or a dependent child;
- natural disaster or emergency affecting your ability to attend; or
- other exceptional circumstances, assessed at Recreate & Rise's discretion.

Requests must be made in writing as soon as possible and may require supporting information. Recreate & Rise will assess requests in good faith, but approval is not guaranteed unless required by law.

15. How to Request a Refund, Cancellation or Reschedule

To request a refund, cancellation, transfer, credit or reschedule, please contact us in writing:

- Email: connect@recreateandrise.com
- Website: www.recreateandrise.com

Please include your full name, the service or program purchased, the date of purchase or booking, the reason for your request and any supporting information you would like us to consider.

We aim to acknowledge written requests within 5 business days and respond within a reasonable timeframe, usually within 30 days.

16. Dispute Resolution

If you disagree with a cancellation fee, refund decision, credit decision or payment issue, you may request a review in writing by emailing connect@recreateandrise.com.

We will review the matter in good faith and aim to resolve the issue collaboratively, having regard to this Policy, the relevant service terms, the circumstances and Australian Consumer Law principles.

If the matter cannot be resolved directly, it may be handled under the dispute resolution process set out in our Website Terms of Use or any applicable program or membership terms.

17. Contact

For questions about this Policy, please contact:

GOLG Pty Ltd trading as Recreate & Rise

Email: connect@recreateandrise.com

Website: www.recreateandrise.com