

Booking and Cancellation Policy 2021

COVID-19

If you are unable to attend any event booked through the MBC because you have tested positive for COVID-19 or have been instructed to self-isolate, then we will offer you a full refund.

Course Bookings

Full payment must be made at time of booking to secure a place on a course. Bookings can be made online.

What if I need to cancel my place on a course?

- Please let us know as soon as possible, as there may be other people waiting for a place on the course.
- If cancellation occurs 14 days prior to a course starting, a full refund minus an admin fee will be offered.
- Refunds are not given if cancellation is made within 14 days prior to a course starting.
- In extenuating circumstances, we will consider refunding payments at our discretion, if a request is received in writing to the Centre manager explaining the circumstances. In all cases, we will retain an admin fee.
- **Course bookings are not transferable.**

Day Retreats at the MBC

Full payment must be made at time of booking to secure a place on a day retreat. Bookings can be made online.

What if I need to cancel my place on a day retreat?

- Please let us know as soon as possible, as there may be other people waiting for a place on the day retreat.
- If cancellation occurs 14 days prior to a day retreat starting, a full refund minus an admin fee will be offered
- Refunds are not given if cancellation is made within 14 days prior to a day retreat.
- In extenuating circumstances, we will consider refunding payments at our discretion, if a request is received in writing to the Centre manager explaining the circumstances. In all cases, we will retain an admin fee.
- **Day retreat bookings are not transferable.**

Residential Retreats

A \$20 non-refundable deposit is required to book a place on a residential retreat. The balance of your payment must be paid prior to the retreat; you will receive information on how to complete your payment in the lead up to the retreat.

What if I need to cancel my place on a residential retreat?

- Please let us know as soon as possible as there may be other people waiting for a place on that retreat.
- A \$20 administration fee will be deducted from your refund amount.
- **Residential retreat bookings are not transferable.**