

Terms & Conditions

1.0 Contract Terms

We offer to provide a range of consultation and coaching services to you on the terms that follow in this document. If you place an order with us for any services provided by Creative Possibility then, unless we notify you that we do not accept your order, a legally binding contract will be formed between you and Creative Possibility (“I”, “we”, “us” or “Creative Possibility”). The terms of that contract are as set out here, together with any representation that we have made about the Services on our website. All other terms and conditions contained in any other document, and all other representations, are excluded unless their inclusion is expressly agreed in writing

2.0 Payment

2.1 Payments are accepted via EFT / PayPal or credit card in advance of your session / in accordance with your service agreement signed and returned prior to the delivery of services

2.2 In most instances payment for services is required in full at or prior to the first consultation. If we agree that payment is to be made via invoice this will be detailed in writing as part of your service agreement and full payment of the invoice due within 7 days of the date of the invoice

2.3 Your service agreement will outline your full investment of fees for services requested. Unless otherwise stated fees include all relevant taxes, for example, Goods and Services tax as applicable in Australia

2.4 Payment Options

2.4.1 Electronic Funds / Direct Bank Account Transfer details

Account Name: Creative Possibility

Bank: ANZ Karringup

BSB: 016350

Account No: 200406005

Reference: Quote your surname & invoice number

2.4.2 Credit Card Payments

Visa and MasterCard payments are accepted online via a secure payment gateway, e-Way. Please note that electronic credit card payments attract a 3% processing and administration fee which will be applied to the total amount at the time of processing

2.5 Overdue payments

2.5.1 If paying via invoice and payment is between 7 and 14 days overdue you will be charged a late payment fee of 10% of the total invoice amount in addition to the principle amount detailed on the invoice. If payment is more than 14 days overdue you will be charged a late payment fee of 20% of the total invoice amount in addition to the principle amount detailed on the invoice

2.5.2 I reserve the right to suspend the services or terminate the contract between us if our charges are more than 45 days overdue for payment by you. In this instance all fees overdue still require payment and additional 35% of the total invoice amount in addition to the principle amount detailed on the invoice will be charged to your account

3.0 Refunds - Creative Possibility Abundantly Satisfied Guarantee

While I'm 100% confident you're going to be completely satisfied with your investment in services or goods provided by Creative Possibility, I want you to feel at ease making your decision to invest. Therefore I'm offering you my personal Abundantly Satisfied Guarantee. What that means is, if after 30 days, you have participated in all scheduled consultations, take action and implemented all of the material we cover together in the context of a program, or you purchase a product and can prove that you have implemented the information you have learnt and you are not happy with

the incredible outcomes I know you are going to achieve then let me know and I will refund your full investment out of my own pocket

Simply send a written request to Creative Possibility owner, Shannon Bush, via email shannon@creativepossibilitycoach.com indicating your dissatisfaction and showing how you have attempted to implement the knowledge you have gained from interaction with the services or products provided by Creative Possibility and your investment will be refunded 100% within 14 days of receipt of your request

4.0 Rescheduling Consultations

24 hours notice is required for the rescheduling or cancellation of a private consultation. It is Creative Possibility's preference that cancellations be made in person or by telephone (Please leave a message if Shannon is unable to speak with you), as email and sms cancellations are not always reliable. Failure to reschedule 24 hours prior to the session incurs a cancellation fee of \$50.00 per consultation. Thank you for understanding

5.0 Cancellation of Workshop / Program Bookings

Please note that a 30% cancellation fee applies if you cancel your booking less than 2 weeks prior to the commencement date. The cancellation fee covers all administrative costs incurred as a result of your cancellation

6.0 Service Agreement

Both Creative Possibility owner, Shannon Bush and you, the client, sign a Terms of Service Agreement Form prior to the commencement of services. This agreement provides specific information relating to the delivery of services that will be delivered by Creative Possibility

If you have any queries over the terms of this agreement, please forward your query in writing to Shannon Bush, owner at Creative Possibility via email; shannon@creativepossibilitycoach.com