

## Wellbeing 360 sales, refund, and cancellation policies

### a. Ticket purchasing for workshops and micro-credentials

Tickets can be purchased exclusively in the following ways:

- Credit card payment
- Debit card payment
- Bank deposit at the window (México)
- Electronic transfer
- Through payment via **Paypal system** (with debit or credit card). Payments received through the Paypal system are subject to your transaction being successful and Paypal providing you with an email with a valid transaction ID.

If you make your payment to our Banregio bank account (either by deposit or transfer), the payment is automatically shown the next business day if the transfer or deposit is made within the country (Mexico). If payment is made from an account outside of Mexico (international) it may take between one and seven days to be reflected. The portal username will be enabled with access to your workshop once the system has detected your payment.

Your username will be the way to access the paid workshop, so it is necessary that you remember your username and password to access the platform.

Any payment or deposit made in ways other than those indicated will not be recognized as it is not credited to our accounts.

Each purchase is valid exclusively for the corresponding workshop on the date and time indicated.

It is not possible to transfer tickets from one workshop to another or to the same workshop on different dates.

The acquired workshops or micro-credentials are valid for one person, therefore, any person, meeting the age requirements and others indicated in each workshop, can take the workshop.

On the page of each workshop and micro-credential we have links to the current purchase dates and prices.

To ensure your space in the workshop it is necessary to purchase it. The workshops have limited capacity, so if the workshop is not shown in the purchase options it is because that workshop reached its maximum capacity, for which we suggest you buy it in advance or select another workshop of your interest.

Your username will be the way to enter the paid workshop, so it is necessary that you remember your username and password to access the platform.

The charge is made according to the exchange rate of the day of purchase and your bank. The indicated price is in Mexican pesos and the bank makes the corresponding charge in your local currency according to the exchange rate and currency of your country.

If you make a payment by transfer or bank deposit for an amount less than the corresponding amount, depending on your purchase date, you are at risk of losing your place. If this is the case, the amount you have paid will be reimbursed and you will not be able to attend or take the workshop.

If you make a payment when the workshop has the word "Sold out", the money will be refunded and you will not be able to attend or take the workshop because our space is limited due to logistics and taking advantage of the experiences of the workshop. You can exchange it for another workshop of your interest that has space available.

The workshop you pay for will be available in your account that you register at the time of purchase of the workshop. If you forget your password, you can recover it in the event page portal with your username (email).

#### **b. Refund and Cancellation Policy:**

If your plans change or any eventuality arises, we will seek to offer our participants the possibility of recovering part of their investment through staggered reimbursement amounts where the earlier you request it, the higher the percentage you can recover, as indicated below. If it is not possible to return the money to the participant, compensation will be sought for the amount covered with another product or service equivalent to the cost paid.

Regardless of the date of your purchase and method of payment:

If you request your refund up to 30 calendar days in advance of the workshop, 100% of your payment will be reimbursed \*.

If you request it less than 30 days, but more than 15 days before the workshop, you will be reimbursed 50%\*.

If you request it between 15 and 7 days prior to the date of the workshop, 25% \* will be returned\*.

If you request it less than 7 days in advance of the workshop date, or do not show up at the workshop on the workshop date, no refund will be possible.

\*If your payment was made through Paypal, additional commissions apply for the refunds you receive in accordance to what is mentioned in the following paragraph.

For applicable policies for refunds or cancellations with payments received through PayPal it is necessary to review them directly with them.

For the refund request to proceed, it must invariably be made by email to [contact@w360summit.com](mailto:contact@w360summit.com). The date of receipt of your email will be taken as a reference for the calculation of the percentage to be refunded.

When your refund is applicable, the time in which we carry out the procedure with Paypal or the corresponding bank takes 8 business days from the date we confirm, via email, that we are aware of your request.

The amount of your refund will be returned through the same payment method that you used for your purchase and will be visible on your account statement as soon as your bank has processed it. In the case of payments made by credit or debit card, most banks usually take up to two cuts to reflect said refund.

The contents of all our workshops or micro-credentials are designed to cover the main aspects of each topic to be dealt with in a specific way; However, we recommend that you carefully read both the agenda and the tools that will be provided to you before making your purchase.

It is not possible to transfer tickets from one workshop to another or to the same workshop on different dates.

Are there other reasons for ticket cancellation and refund? Email us [contact@w360summit.com](mailto:contact@w360summit.com)

By making the payment in any of the different payment methods, you acknowledge that you are aware of and accept our sales and cancellation policies.

### **c. Event cancellation or change of date.**

If a change of date and / or venue of the announced event had to be made for reasons attributable to the Institute for Science of Happiness of Universidad Tecmilenio or our exhibitor, on our website [www.wellbeing360.mx](http://www.wellbeing360.mx) and [www.w360summit.com](http://www.w360summit.com), the refund or transfer options for tickets for a new event will be made known, at the choice of the attendee. If it is not possible to return the money to the participant, compensation will be sought for the amount covered with another product or service equivalent to the cost paid.

For applicable policies for refunds or cancellations with payments received through PayPal it is necessary to review them directly with them. For those who made their payment by deposit or bank transfer, they will be contacted by phone and / or by email (if they have provided us with this information), in order to request a bank account number to which we can make the corresponding refund. If not, they must request their refund by email to the account [contact@w360summit.com](mailto:contact@w360summit.com). If it is not possible to return the money to the participant, compensation will be sought for the amount covered with another product or service equivalent to the cost paid.

If the date of an event is postponed or canceled due to force majeure such as catastrophic accidents, natural disasters, health emergencies or official provisions in this regard, we will notify the special transitory policies of change of date and / or refund through our web page [www.wellbeing360.mx](http://www.wellbeing360.mx) and [www.w360summit.com](http://www.w360summit.com) and by all reasonable means at our disposal given the situation that arises. We will seek to be flexible in a situation of this nature. If it is not possible to return the money to the participant, compensation will be sought for the amount covered with another product or service equivalent to the cost paid.

These policies are available to customers through this website or by requesting them at [contact@w360summit.com](mailto:contact@w360summit.com)

Suspension of the workshop due to failures in the Internet or electric power service:

We have the technological support to be able to reconnect quickly in the event of a failure in our internet service or electrical power for a moderate time. In the remote event that the failure extends beyond our technical capacity and the workshop must be interrupted for the remainder of the day, we will inform our participants, via email, of the workshop recovery options for the remaining time from the moment of a definitive interruption.

If any participant suffers an electrical or internet service failure in the place from which they are taking the workshop and that prevents them from continuing, we ask that they immediately send an email to [Cienciasdelafelicidad@tecmilenio.mx](mailto:Cienciasdelafelicidad@tecmilenio.mx) to offer them an alternative.

### **d. Privacy Policy**

Your information is safe. All information collected for purchases with Credit or Debit Cards, PayPal, Electronic Transfer or Deposit at the Window is the responsibility of the Paypal system or the bank with which the purchase is made and the Institute for Science of Happiness of Universidad Tecmilenio does not have access to it.

### **e. Frequent questions**

I want to buy a ticket, how do I know if there are still places available?:

When the spaces are sold out, instead of the sale price on the page of each workshop what you will see will be the word "Sold out" and the workshop will no longer be available to select. As long as you continue to see the sale price on the workshop page, there are spaces available.

**I need an invoice (CFDI), where can I get it?:**

When you make your purchase, the website asks you whether or not you want to invoice the purchase. If so, you will have to fill in your tax information for your invoice right there within the portal and it will arrive by email when your payment is credited. If you do not receive your invoice within a maximum period of 3 business days, send an email to [contact@w360summit.com](mailto:contact@w360summit.com)

**Will I be able to watch or re-watch the workshop or conference later on an audio and / or video recording provided to me?**

No. Our workshops are totally live. Due to copyright and copyright issues with our speaker (s), we are unable to provide any audio and / or video recording of the courses or workshops we offer. Nor is the total or partial recording of our events allowed or authorized by any means.

**Will I receive in print and / or digital the contents of this workshop or conference, such as the presentation used by the speaker or additional materials?**

We will provide the necessary materials to work during the workshop or micro-credential via digital, or via download through our website. Additionally, if necessary, we will ask the participants to have on hand some materials on their own that may be convenient, but not essential, for the development of the workshop.

However, in some cases, the speaker or facilitator may determine that he or she wishes or considers it convenient or appropriate to offer attendees additional materials such as audios, videos, full or partial presentations or links to websites. If so, this would be done through our website in the materials section. In no case is it the obligation or responsibility of the Institute for Science of Happiness from Universidad Tecmilenio to provide additional materials and it is at the discretion of each speaker or facilitator to do so. If so, the modalities and formats will be those determined by the facilitator and may be under the modality of downloading, viewing or temporary arrangement according to its criteria.