

Kickstart Program Refund Policy

Relentless School of Pro Wrestling

Effective date: 1 July 2026

1. Overview

This policy applies to the 3 Week Kickstart Program run by Jake Males trading as Relentless School of Pro Wrestling, ABN 52 115 911 717 ("Relentless", "we", "us"). By booking the Kickstart Program, you agree to this policy.

2. Change of mind

Outside the cooling off period in section 3, Kickstart Program fees are non refundable for change of mind. This includes deciding you no longer want to attend, finding the training harder than expected, schedule conflicts, or not completing the program.

3. Cooling off period

You can cancel your booking within 7 days of booking for a refund, less a \$40 admin fee, as long as your first session has not started. Once your first session has started, the cooling off period ends. To cancel, email admin@relentlessprowrestling.com.au.

4. Missed sessions

If you miss a Kickstart session, it will be credited to you. Missed sessions are credited, not refunded. The credit can be used for a make up session and must be used within 14 days.

5. Your rights under Australian Consumer Law

Nothing in this policy excludes, restricts or modifies your rights under the Australian Consumer Law. Our services come with guarantees that cannot be excluded. We must provide our services with due care and skill, the services must be fit for the purpose we promote, and they must be delivered within a reasonable time.

If we fail to meet a consumer guarantee:

- 1 For a major failure, you can cancel and receive a refund for the unused portion, or compensation for the drop in value.
- 2 For a minor failure, we will fix the problem, for example by providing the session again. If we do not fix it within a reasonable time, you can cancel and receive a refund.

6. If we cancel

If we cancel a session or the program, we will reschedule the session or refund you for the part of the program not delivered.

7. Transfers

Your place can be transferred to another person before the program starts.

8. Contact

To raise a concern or request a refund under the consumer guarantees, contact Relentless School of Pro Wrestling at admin@relentlessprowrestling.com.au.