

Milestone Pediatrics supports several refund policies.  The refund policy is visible when you enroll, and depends on the type of class you are enrolled in.

**Standard Terms**

These terms apply to all purchases:

* You can cancel and receive a full refund within 24 hours of purchase.
* If the educator cancels a class in advance within 24 hours, you will receive a full refund.
* If the educator misses a one-time class, you will receive a full refund upon request.
* If the educator doesn’t teach the number of meetings promised, you will receive a pro-rated refund upon request.
* If the educator cancels a class in progress, you will receive a pro-rated refund based on the percentage of meetings you paid for that were canceled.
* If you miss a class, you are *not* entitled to a refund.  If you miss 3 consecutive classes without communicating with the educator, you forfeit the class fee and the educator may cancel the class. Learners, however, may be transferred to other available sections at the educator’s discretion, and a recording may be available.
* If your learners have not joined the meeting 10 minutes after the start time, the meeting may be cancelled, at the educator’s discretion.  This is considered a missed meeting and you are not entitled to a refund.
* Educators may transfer you to another educator of the same class with your consent.
* Educator may reschedule the class time if an emergency arises with your consent.

**Happiness Guarantee**

It's important to us that everyone has a positive experience learning with Milestone Pediatrics.  If any issues arise, you should first try to resolve them directly with the educator.  If you're not satisfied with the resolution offered by the educator, please let us know and we'll find a way to make it right.