

Wellbeing 360 Sales, Refund and Cancellation Policies

a) Purchase of tickets for workshops and micro-credentials.

Tickets may be purchased exclusively as follows:

-Credit card payment

-Debit card payment

-Via **Stripe** payment (by debit or credit card). Payments received through the **Stripe** system are subject to your transaction being successful and **Stripe** providing you an email with a valid transaction ID.

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 for not being credited to our accounts.

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

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

The workshops or microcredentials purchased are valid for one person, so any person, meeting the age and other requirements indicated in each workshop, can attend the workshop.

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

To secure your place in the workshop it is necessary to make the purchase the ticket thereto. Workshops have a limited capacity so if the workshop is not shown in the purchase options it is because that workshop has reached its maximum capacity, so we suggest you buy it in time or select another workshop of your interest.

The charge is made according to the exchange rate of the day of the purchase and your bank (in case the purchase was made with a different currency than Mexican pesos). The price indicated 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.

The workshop you pay for will be available in your account registered at the time of purchase. If you forget your password, you will be able to recover it on the event's website with your username (email).

b) Refund and cancellation policy:

If your plans changed or you had any unforeseen event, we will try to offer our participants the possibility of recovering part of their investment through staggered refund amounts where the earlier you request it, the higher percentage you will be able to recover, according to the following. In case it is not possible to refund the attendee, we will try to compensate 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 prior to the date of the workshop, 100% of your payment will be refunded*.

If you request it less than 30 days, but more than 15 days prior to the date of the workshop, 50%* will be refunded.

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

If you request it less than 7 days prior to the workshop date, or if you do not show up to the workshop on the date thereof, no refund will be possible.

* For credit/debit card payments (**Stripe**), additional fees apply for refunds received according to the refund policies established directly by the Stripe provider.

For applicable policies for refunds or cancellations with payments received through Stripe you need to check these directly with them.

For the refund request to be accepted, it must be invariably made via email to wellbeing@ozbranding.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 accepted, the time it takes for us to process the request with Stripe or the corresponding bank is 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 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 credit or debit card payments, most banks usually take from 15 business days to 2 months, depending on the bank's policy.

The contents of all our workshops or microcredentials are designed to cover the main aspects of each specific topic to be covered; 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 cancellations and refunds? Send us an email to wellbeing@ozbranding.com

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

c) Cancellation or change of date of the event.

If a change of date and/or venue of the announced event has to be made due to causes attributable to the Instituto de Ciencias del Bienestar y la Felicidad of Universidad Tecmilenio or our exhibitor, in our website www.wellbeing360.mx and <https://wellbeing360.vfairs.com/>, the options of refund or transfer of the tickets for a new event, at the attendee's choice, will be made known. If it is not possible to return the money to the attendee, we will seek to compensate the amount covered with another product or service equivalent to the cost paid.

For policies applicable to refunds or cancellations with payments received through Stripe Link <https://stripe.com/payment-terms/legal>. If it is not possible to refund the attendee, the event organizers will evaluate the source and the reason for the problem, and subsequently issue a response to seek compensation.

If the date of an event is postponed or cancelled due to Force Majeure such as catastrophic accidents, natural disasters, health emergencies or official regulations in this regard, we will notify the special transient policies for change of date and/or refund through our website www.wellbeing360.mx and <https://wellbeing360.vfairs.com/> and

through all official communication media available to use given the situation at hand. We will try to be flexible during a situation of this nature. If it is not possible to return the money to the attendee, we will seek to compensate the amount covered with another product or service equivalent to the cost paid.

These policies are available to customers through this website or upon request at wellbeing@ozbranding.com.

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

We have the technological backups to be able to reconnect quickly in the event of a failure in our Internet or power service for a moderate amount of time. In the unlikely event that the failure extends beyond our technical capacity and the workshop must be interrupted for the rest of the day, we will inform our participants, via email, of the options to recover the workshop for the remaining time starting on the moment of a definitive interruption.

If any participant suffers a power or Internet service failure at the location from which they are taking the workshop and this prevents them from continuing, we ask that they immediately email bienestaryfelicidad@servicios.tecmilenio.mx to offer an alternative.

d) Privacy Policy

Your information is secure. All information collected for purchases with Credit or Debit Cards, is the responsibility of the Stripe system or the bank with which the purchase is made and the Instituto de Ciencias del Bienestar y Felicidad Tecmilenio does not have access to it.

e) Frequently Asked Questions

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

When the places are sold out, instead of the sale price on the page of each workshop you will see 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 places 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 you do, you will have to fill in your tax information for your invoice and it will be sent to you via email once your payment is approved. If you do not receive your invoice within a maximum of 3 business days, please send an email to wellbeing@ozbranding.com.

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

No. Our workshops are completely live. Due to copyright and royalty issues with our speaker(s), we are unable to provide any audio and/or video recording of the courses or workshops we offer. We also do not allow or authorize the recording by any means of all or part of our events.

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

We will provide the materials needed to work during the workshop or microcredential via digital format or by download through our website. Additionally, if necessary, we will ask the participants to have available 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/she wishes or considers it convenient or timely to offer the 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 providing additional materials an obligation or responsibility of the Instituto de Ciencias del Bienestar y la Felicidad of Universidad Tecmilenio and it is at the discretion of each speaker or facilitator to do so. If this happens, the modalities and formats will be determined by the facilitator and may be under the modality of downloading, viewing or temporary availability according to their judgment.