



BEAST MO TRAINING

REFUND POLICY

Striking & Kickboxing · Functional Fitness · Longevity Training · Self-Defence
Mehrdad Osanlouy t/as Beast Mo Training · ABN 53 712 182 017 · Sydney, NSW
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Effective date: 10 August 2026 **Version:** 1.1

This Refund Policy explains when you may be entitled to a refund, credit or other remedy for coaching services provided by Beast Mo Training (Mehrdad Osanlouy, ABN 53 712 182 017). It operates alongside our Terms and Conditions and Private Coaching Agreement, and is designed to comply with the **Australian Consumer Law (ACL)**.

1. Your rights under the Australian Consumer Law

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. Among other things, our services must be provided with due care and skill, be reasonably fit for any purpose you told us about, and be supplied within a reasonable time. Nothing in this policy limits these rights.

If we fail to meet a consumer guarantee, you may be entitled to a remedy. For a **major failure** (for example, a problem so serious you would not have bought the service had you known about it), you can choose to cancel and seek a refund for the unused portion, or seek compensation for the drop in value. For a **minor failure** that can be fixed, we may choose to resupply the affected service within a reasonable time instead of giving a refund. You may also be entitled to compensation for other reasonably foreseeable loss caused by our failure.

2. Change of mind

We are not required by law to give a refund simply because you change your mind, book by mistake, or decide the service is not for you. Our change-of-mind policy is set out in the sections below. Your rights under the Australian Consumer Law (section 1) always still apply.

3. Intro / first session

The discounted first session (currently \$35, one per new client) is a change-of-mind trial offer and is non-refundable once the session has been attended. If you cancel before the session under our cancellation terms, or if the session itself fails to meet a consumer guarantee, the relevant remedy still applies.

4. Pre-paid programs and session packs

- Programs and packs (for example Foundations, Serious About Striking, or Committed 12) are sold at a discount compared with casual per-session rates. That discount applies only when the full pack is completed.
- If you end a program early (other than for a failure to meet a consumer guarantee), we will refund the value of your unused sessions within 10 business days. Sessions already delivered are charged at our standard casual (drop-in) rate rather than the discounted pack rate, and we refund the balance. Put simply: you pay the normal casual rate for the sessions you used, and we refund what is left.
- If a program is ended by us because of a serious breach of the Terms or Code of Conduct by you (for example abusive conduct or wilful concealment of a health risk), unused pre-paid sessions are refunded on the same basis as above, less any amount you genuinely owe us. Your non-excludable ACL rights always still apply.

5. Cancellations and no-shows

Late-cancellation and no-show charges are set out in our Terms and Conditions (clause 7). These charges reflect a booked session that was held for you, and are not the same as a refund. A session you were charged for because you cancelled late or did not attend is generally not refundable, except where required by law.

6. If we cancel or cannot deliver

If Mo cancels a session, you will be offered a make-up session (and, for very short-notice cancellations by us, an additional complimentary session), as set out in the Terms. If we are unable to reschedule your paid session within a reasonable time, you may request a refund of the amount you paid for that session, and we will process it within 10 business days.

7. Medical reasons and injury

If you miss a session because of a documented medical emergency and provide a medical certificate within 48 hours, the session is fully credited rather than charged (see the Terms). If a genuine medical condition prevents you from continuing a pre-paid program, contact us — we will work with you in good faith to credit or refund unused sessions fairly, consistent with section 4 and your ACL rights.

8. How to request a refund

To request a refund or raise a consumer-guarantee issue, email mosan.mma@gmail.com with your name, the program or session concerned, the date, and a short description of the issue. We will acknowledge your request within 3 business days and aim to resolve it within 10 business days. Approved refunds are paid to your original payment method or nominated bank account, normally within 10 business days of approval.

9. Items that are not refundable

- Sessions already delivered (charged at the applicable casual rate).
- Late-cancellation and no-show fees, and late-payment fees.
- Travel fees, once a session at that location has been attended.
- The \$35 intro session, once attended (change of mind).

Nothing in this section limits your rights under the Australian Consumer Law where a service fails to meet a consumer guarantee.

10. Disputes and contact

If you are not satisfied with how a refund request is handled, our dispute-resolution process in the Terms applies, and you may also contact **NSW Fair Trading** (13 32 20 • www.fairtrading.nsw.gov.au). Contact us: Beast Mo Training — Mehrdad Osanlouy • mosan.mma@gmail.com • 0474 131 392 • Sydney, NSW.