

Return, Refund & Cancellation Policy

At Autism Map Maker, our mission is to build capacity within your team and provide permanent solutions for your students. Because our work involves significant preparation and scheduling for on-site visits, we have established the following policies to ensure clarity and fairness.

1. Workshops, Consulting & On-Site Training

This section applies to all paid services, including the Foundational Toolkit Workshop, Deep Dive Consultations, and Classroom Intensives.

Cancellation by the Client (School or Organization) We understand that educational environments are dynamic and schedules change. However, late cancellations impact our ability to serve other schools.

- **Full Refund:** Cancellations made more than [e.g., 30 days] prior to the scheduled start date will receive a 100% refund of the service fee.
- **Partial Refund:** Cancellations made between [e.g., 14 and 29 days] prior to the start date will receive a [e.g., 50%] refund of the service fee.
- **Non-Refundable:** Cancellations made less than [e.g., 14 days] prior to the event are non-refundable.
- **Rescheduling:** If you need to change dates rather than cancel, please notify us at least [e.g., 14 days] in advance. We will make every effort to reschedule your training within the current school year without penalty.

Reimbursement of Travel Expenses As stated in our service descriptions, travel expenses are billed in addition to the base service price.

- If you cancel a workshop after non-refundable travel arrangements (flights, lodging) have been booked by Autism Map Maker, the client is responsible for reimbursing these specific costs regardless of the cancellation notice period.

Cancellation by Autism Map Maker In the unlikely event that we must cancel due to illness, emergency, or unforeseen circumstances, you will be offered a choice of:

1. A full refund of all monies paid.
2. Priority rescheduling for a future date.

2. Digital Products & Resources

Autism Map Maker is committed to accessible resources.

- Free Downloads: The majority of our digital products (such as the Survival Guide framework and website resources) are provided as free digital downloads. Because no payment is required for these items, no refunds are applicable.
- Service-Included Digital Toolkits: Digital files provided as part of a paid workshop (e.g., the "Foundation Toolkit" or "Classroom Playbook") are included in the cost of the service. These are considered delivered once the digital file is sent or the workshop commences and are not eligible for a separate refund.

3. Contact & Support

If you have questions regarding this policy or need to discuss a scheduling conflict, please contact us directly:

- Email: Savy@AutismMapMaker.org
- Phone: 580.930.1204