

Refund and Cancellation Policy

Élan Method by Masha

Last updated: 28 September 2026

This policy applies to purchases and bookings made with Élan Method by Masha (“Élan”, “we”, “us” or “our”). Please read the details of an offering, including its price, access period and cancellation terms, before paying.

This policy works alongside our Terms and Conditions. Nothing in either document limits your rights under the Australian Consumer Law.

Your rights under Australian Consumer Law

Our products and services come with consumer guarantees that cannot be excluded. If an offering does not meet those guarantees, you may be entitled to a remedy, which could include a repair, replacement, resupply, price reduction, refund or cancellation, depending on the circumstances.

The change-of-mind rules below do not affect those rights. We will not require you to accept a credit instead of a refund where the law entitles you to a refund.

Digital guides and downloadable products

Once a digital product has been delivered or made available for download, we do not offer a refund solely because you change your mind, no longer want it, or have not used it.

If you cannot access the product, or believe it is faulty or materially different from its description, email us at hello@elanmethodbymasha.com. We will investigate and provide an appropriate remedy.

On-demand programs and challenges

The content, access period and price of each program or challenge will be displayed before purchase. Once access begins, we do not offer a refund solely because you change your mind, do not complete the program, or decide it is not suitable for your preferences or schedule.

If we cannot provide the access or content described at purchase, contact us. We will provide an appropriate remedy in line with your consumer rights.

Recurring memberships

If you purchase a recurring membership, its price, billing frequency and cancellation method will be shown before you subscribe.

You may cancel through our booking platform or via email hello@elanmethodbymasha.com. If you cancel before your next billing date, you will not be charged for the following billing period. Your access will continue until the end of your current paid period, unless the offer states otherwise.

Cancelling a membership does not automatically refund a billing period that has already begun because you have not used it or have changed your mind. If a service has not been supplied as promised or does not meet a consumer guarantee, we will assess and provide the remedy required by law.

To avoid another charge, your cancellation must be submitted before the next billing date. We will confirm your cancellation by email.

Group classes

You may cancel or reschedule a group class at least 12 hours before its advertised start time using our booking platform or via email hello@elanmethodbymasha.com. We will return the class credit to your account or, for a single-class purchase, offer a refund or transfer to another available class.

If you cancel less than 12 hours before the start time or do not attend, the class is forfeited and we do not provide a change-of-mind refund or credit. You may contact us about exceptional circumstances; we will consider these individually.

1:1 coaching sessions

You may cancel or reschedule a 1:1 session at least 24 hours before its scheduled start time by contacting hello@elanmethodbymasha.com. We will arrange another available time or refund any amount paid for that session.

If you cancel less than 24 hours before the session or do not attend, the session fee may be forfeited. We will consider exceptional circumstances individually.

Events and workshops

Any event-specific cancellation deadline will be displayed before booking and in your confirmation. If none is displayed, you may cancel at least 24 hours before the event for a refund.

If you cancel after the stated deadline or do not attend, we do not generally provide a change-of-mind refund. If we permit ticket transfers, we will state how to request one on the event page.

If Élan changes or cancels a booking

If we cancel a class, coaching session, workshop or event, you may choose a suitable replacement date or a refund for the cancelled service.

If we substantially change an event's date, location or what is included, and the revised event does not work for you, you may request a refund. For outdoor classes, unsafe weather may require us to reschedule or cancel. We will contact you using the details supplied at booking.

If we discontinue a paid membership or program before providing what was promised, we will provide an appropriate refund or other remedy.

How to request a refund

Email hello@elanmethodbymasha with your name, the email address used for your purchase, your order or booking details, and a brief explanation of the issue. We may ask for information reasonably needed to investigate an access or product problem.

We will respond within 5 business days. Approved refunds will generally be sent to the original payment method within 10 business days of approval, although your payment provider or bank may take longer to display the funds.

Contact

Élan Method by Masha
hello@elanmethodbymasha.com