



Our Guarantee Terms

At Where There Be Dragons (WTBD), we are committed to providing a high-quality program experience. Our Guarantee is that if your experience does not meet our promise of excellence, we offer a full credit toward a future program. The following Guarantee Terms outline the specific conditions under which a participant may request consideration for a credit toward a future program session.

Eligibility for Our Guarantee

- The participant must have **completed a minimum of 25% of the program**. Participants who depart the program before 25% of the program has passed are not eligible for a credit.
- The request must be based solely on **significant dissatisfaction with the program itself**. Requests based on a participant's personal circumstances such as inability to participate, mental or physical health concerns, group dynamic issues, voluntary departure, visa denial, personal emergencies or obligations, or not meeting program eligibility requirements are not eligible.
- Credits are only granted to an individual once. If an individual has **previously received** a Guarantee credit, they are not eligible for future credits.
- **Participants who are dismissed** from the program for any reason, including violating our rules or engaging in unsafe, disruptive, or injurious behavior, are not eligible for a credit.

Submission Process and Deadline

- Participants seeking a credit must submit the designated [Guarantee Request Form](#) within **two (2) weeks of their last day on program**. Requests received after this deadline will not be considered.
- All submissions must include **accurate and complete information**. Incomplete forms may delay processing or result in ineligibility.

Scope of the Guarantee

- Eligible participants may receive a **credit toward a future WTBD program** to cover tuition. The credit will be in the amount that was paid for the initial Dragons program. Credits have no cash value, cannot be split up over multiple programs, are non-transferable between participants, and must be applied within 500 days of the original program start date and according to the terms communicated by Dragons. Should a future program cost more than the original program, the participant is responsible for additional tuition costs.
- The Guarantee **does not cover personal expenses**, including but not limited to airfare, visa costs, medical expenses, or travel insurance, which remain the responsibility of the participant.

Limitations

- This Guarantee is intended only to address program dissatisfaction and does **not override any existing Dragons Terms & Conditions**, including but not limited to tuition, cancellation, or eligibility policies. All tuition, fees, and other expenses related to the original program are non-refundable.
- The Guarantee cannot be applied retroactively or in combination with other promotions, discounts, or scholarships unless explicitly stated by WTBD.

Decisions

- WTBD reserves the right to review each Guarantee Request on a **case-by-case basis** and determine whether the participant meets the Guarantee eligibility requirements.
- Decisions are communicated via email to the participant, typically within 4-6 weeks of submission. The decision of WTBD regarding the application of this Guarantee is **final**.

By submitting a request under Our Guarantee, the participant and/or family member acknowledge that they have read, understood, and agreed to these terms.