

Presence & Persistence Life Coaching LLC

Refund & Rescheduling Policy

Coaching Refund, Cancellation & Rescheduling Policy

1. Payment & Commitment

- Payment for coaching (single sessions or multi-session packages) is due in full at the time of booking unless a written payment plan has been agreed upon.
 - Coaching is an investment in time, preparation, and access. When you reserve a session, that time is held exclusively for you.
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2. Refund Policy

Single Sessions (Pay-Per-Session):

- Sessions are non-refundable once booked.
- If you cancel within the allowed notice period (see Section 3 below), payment may be applied as a credit toward a future session within 30 days, but it will not be refunded to the original form of payment.

Packages / Programs / Bundled Sessions:

- All package/program sales are final and non-refundable once the first session, call, or resource has been delivered.

- Unused sessions from a package may be rescheduled (within the rules below) but are not eligible for cash refunds.
- Packages expire ___ months from date of purchase. (Common is 3 or 6 months. If you do not want open-ended liability, fill this in.)

Workshops / Groups / Digital Materials:

- Digital products, downloadable materials, and group workshop registrations are non-refundable.

Exception / "Cooling Off" Option (optional — include only if you want to be more flexible):

- New clients may request a one-time refund of their package **before the first session is held** and within 48 hours of purchase. After a session has been delivered or 48 hours have passed (whichever occurs first), the package becomes non-refundable.
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3. Cancellation & Rescheduling Policy (Client-Initiated)

Your coach prepares for you before the call, blocks off time, and is unavailable to other clients during your slot. Because of that, we use a notice window.

- You may cancel or reschedule a session with no fee if you provide at least **24 hours' notice** (you can change this to 48 hours if you want it stricter).
- To cancel or reschedule, you must notify the coach by email/text/portal message (choose your method and state it clearly here).

Late Cancellation (<24 hours):

- Sessions canceled with less than 24 hours' notice are considered a "late cancellation."

- Late cancellations will be charged in full and will count as a used session in your package.
- Late-canceled sessions are not eligible for credit or rescheduling.

No-Show (Missed Session):

- If you do not attend your session and do not make contact within the session window, it is considered a no-show.
 - No-shows are charged in full and count as a used session.
 - No-shows are not eligible for rescheduling or credit.
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4. Grace Policy

Life happens. Each client is allowed **one** courtesy waiver per 6-month period for either:

- one late cancellation, or
 - one no-show, due to urgent circumstances (medical, crisis, etc.). After that, the standard policy applies.
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5. Coach-Initiated Rescheduling

- If the coach needs to reschedule for any reason, you will be offered the next available comparable time.
- If the coach cancels a session and an alternative time cannot be found within 14 days, you will receive a full credit for that session.

- Credits issued due to coach-initiated changes do not expire and will not be counted as a used session.
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6. Arriving Late

- Sessions begin and end at the scheduled time.
 - If you arrive late, the session will still end at the originally scheduled end time, and the full session fee applies.
 - If the coach is running late, you will still receive the full agreed-upon session length or be credited additional time.
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7. Expiration of Sessions / Packages

- All sessions in a multi-session package must be used within 6 months of purchase. After that date, any remaining sessions are forfeited.
 - Extensions may be granted at the coach's discretion in cases of medical leave, major life disruption, or documented crisis.
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8. Chargebacks / Payment Disputes

- By purchasing coaching services, you agree not to file a chargeback or payment dispute without first attempting to resolve the concern directly in writing.
- If a dispute is initiated after services have already been delivered in part or in full, documentation of attendance, messages, call logs, and materials provided will be submitted to the payment processor as proof of fulfillment.

9. Nature of Services (Coaching vs. Therapy / Legal Advice)

- Coaching is not medical care, mental health treatment, legal advice, or therapy.
- Because coaching focuses on strategy, skills, support, and forward progress—not diagnosis or treatment—results are inherently individualized.
- No specific outcome (including reunification, legal outcome, relationship outcome, or emotional state) is promised or guaranteed.

10. Policy Acknowledgment

By booking a session, purchasing a package, or continuing services, you confirm that:

1. You have read and understood this policy,
2. You agree to the payment, cancellation, rescheduling, and refund terms, and
3. You understand the scope and limitations of coaching as described above.

Quick version you can post publicly (like on a booking page)

- Coaching sessions are prepaid and non-refundable.
- You may reschedule with at least 24 hours' notice.
- Sessions canceled under 24 hours or missed without notice are charged in full and counted as used.

- Packages must be used within 6 months of purchase.
- Coaching is not therapy, medical treatment, or legal advice, and no specific outcomes are guaranteed.

Client Signature:

Date: