

POLICIES

BILLING CYCLE: Memberships are on a monthly billing cycle, with a fee schedule commencing on the first of each month.

PRO-RATED FEES: If you start your membership before or after the first of a month, you will not be charged a full-month's fee. A pro-rated fee will be charged to cover only the days of the month that fall outside the normal billing cycle.

LATE PAYMENT FEE: A 15% late fee will be applied to your monthly fee if your payment is more than 15 days overdue. If payment hasn't been received by the end of the month your coaching services may be paused.

PAUSING YOUR MEMBERSHIP: You can pause your membership for up to three months, once a year. While your membership is paused, you are guaranteed that the price will not increase when you resume your membership, so long as it resumes by the end of the three month term. After three months, if you have not resumed services, your membership will be cancelled. New memberships will be subject to any changes in memberships fees that have occurred since pausing your membership.

CANCELLING YOUR MEMBERSHIP: A two week notice must be received, in writing, to cancel your membership. Clients will be charged for the next monthly membership fee if notice of cancellation is given less than two weeks prior to the first day of the next month.

REFUNDS: Refunds are not available.