

# **Success Coaching Policies & Procedures**

## **Consulting & Coaching Call Procedures**

The Client is responsible for calling the Success Coach at the scheduled time. Time has been reserved exclusively for you, and preparation for your private session has been made in advance of your appointment, therefore all cancellations or rescheduling must be made 48 hours in advance Monday through Friday, excluding major International holidays.

## **Cancellation and Reschedule Policies Defined**

There will be no refund or credit for cancellations made less than 48 hours prior to a scheduled reserved session. Cancellations and the rescheduling of an appointment is accepted Monday through Friday from 9am to 5pm Eastern Standard Time and excludes weekends and major holidays. For example, if your session is scheduled for a Monday, a cancellation must be received by 5pm EST on the Thursday prior to your appointment. If your session is scheduled for a Tuesday, a cancellation must be received by 5pm EST on the Friday prior to your appointment. Again, there will be no refund or credit for appointments cancelled or changed outside of this policy.

## **Termination of Services**

The Success Coach or the Client may terminate services at anytime. Cancellation or termination must be in writing, by fax or by email message. The Client is responsible for any unpaid outstanding coaching services performed up to the date of the cancellation notice at the current hourly rate.

## **Confidentiality**

The Success Coach recognizes that the Client may share confidential and private information during a session. He/she will not at any time, either directly or indirectly, voluntarily use or disclose any information to a third party. While the Success Coach will do everything in his/her power to maintain confidentiality, the Client is aware that there are valid exceptions - for instance, if withholding information would be unlawful on the part of the Success Coach. A Success Coach abides by a strict Code of Ethics, available at any time upon request.