

Coaching Rescheduling/Cancellation Policy

Please Note: *This policy pertains to ALL coachings*

1. REQUESTING A RESCHEDULE/CANCELLATION:

- Requests will only be accepted if transmitted via email to help@shaunthehomeschoolguru.com. No other method of transmission will be accepted.

2. RESCHEDULING:

- As a customer, you may request to reschedule only one time without penalty by submitting a request to help@shaunthehomeschoolguru.com **at least twenty-four (24) hours before your** scheduled time.
- **Personal Coaching:** You may request a new appointment after canceling your old one by emailing help@shaunthehomeschoolguru.com No other method of transmission will be accepted. A confirmation will be sent to you via email.
- A reschedule without penalty will only be permitted once. If a second request to reschedule the same appointment is made, you will be assessed a reschedule fee of \$25.00.
- If you request to reschedule **less than twenty-four (24) hours before your** scheduled time, you will be assessed a late reschedule fee of \$50.00.

3. CANCELLATION:

- As a customer, you may cancel a session by submitting a request **at least twenty-four (24) hours in advance** of the scheduled time.
- You will not be penalized in any way for cancellation requests made more than twenty-four (24) hours in advance.
- If you cancel a session **less than twenty-four (24) hours in advance**, you will be assessed a late cancellation fee of \$50.00.
- In the event a group session is canceled on my end, it

4. NO-SHOW:

- I set aside time away from my family to have these sessions, therefore **“no-shows” will result in the assessment of a no-show fee equivalent to**

the full price of the session. There are absolutely no exceptions to this policy.

5. LATE ARRIVAL:

- In the interest of everyone's time, we will start as scheduled. If a participant is late, there will be no time made up, refund or rescheduling of the session.
- You are given 15-minutes after your scheduled time to arrive at your session. At the 16 minute mark, the session will be ended and you will forfeit the full price of the session.

6. FEES:

- All fees assessed for appointments, reschedules, cancellations, & no-shows must be paid in full before participating in a session. There are absolutely no exceptions to this policy.

7. TERMINATIONS ISSUED BY ME DURING A SESSION:

- **Group Coaching:** Session attendees may engage with each other and are encouraged to engage with me. In the event the attendees become argumentative, I have the sole right to terminate the session.
 - I will notify the attendees immediately that the session is being terminated, and then terminate the session within 5 minutes.
 - If a session is terminated, there will be no refunds issued nor will it be rescheduled.
- **Personal Coaching:** Session attendees are encouraged to engage with me. In the event the attendee becomes argumentative, I have the sole right to terminate the session.
 - I will notify the attendee immediately that the session is being terminated, and then terminate within 5 minutes.
 - If a session is terminated, there will be no refunds issued nor will it be rescheduled.
- **Quickie Calls:** If a session is terminated by me, you may not reschedule.

8. ATTENDEE ISSUED TERMINATIONS DURING A SESSION:

- In the event a attendee feels the need to terminate a session while it is in progress, the attendee can remove themselves from the session. No refund will be issued nor will it be rescheduled.

9. QUICKIE CALLS:

- Clients may only schedule 1-free 15 minute Quickie call
- Attendees have 5 minutes to arrive at their scheduled session. At the 6 minute mark, the session will be terminated. You may not reschedule.

10. RECORDINGS:

- Sessions may not be recorded unless written authorization is given by Shaun Taylor, Shaun the Homeschool Guru.
- Sessions may be recorded by Shaun Taylor for training purposes, but will not be shared publicly.

11. REFUNDS:

- There are absolutely no refunds for any coaching sessions.