

For individual coaching sessions

We will always look to be as flexible as possible when unexpected events mean you need to cancel or rearrange coaching sessions. Coaching, however, requires an element of discipline from the coachee and the need to 'make time' for coaching is often one of the reasons that they are having coaching in the first place.

We are a small, but growing business, and our timetable is carefully managed. We, therefore, ask for at least 48 hours' notice for cancellation of a coaching session. If this is not given, we reserve the right to charge for that session as originally quoted.

If more than 48 hours' notice is given, there will be no charge to rearrange.

Pre-paid arrangements

If coaching is pre-paid in advance (for example, a package of 6 sessions) and a chargeable cancellation occurs, it will be taken from the pre-paid bundle. No amount of cancellation, even if sufficient notice is given, will result in a refund (in full or in part).

When we need to rearrange coaching sessions

We do everything we can in order NOT to have to cancel a session. This includes offering an alternative coach, or looking to rearrange at an equally or more convenient time and/or location. No refunds will be given in this rare situation.

Training sessions

Where training is pre-booked as a package (e.g. a series of dates over a defined period), we require payment in advance in full or in part, depending on the individual agreement, which may contain terms that override this policy.

Once the fee is paid, there will be no refund due, in full or in part, if the client cancels or re-arranges (without mutual agreement) the sessions. We will always look to accommodate any changes, but require as much notice as possible.

If a bespoke cancellation policy is defined in a quotation or similar, then this will take precedence over these terms.

When we need to rearrange training

We do everything we can in order NOT to have to cancel any training session. This includes sourcing an alternative trainer, or looking to rearrange at an equally or more convenient time and/or location. No refunds will be given in this rare situation.

If a participant drops out of an accredited/certificated course

All accreditation fees are required at the start of the course. If a candidate drops out, or does not complete the course, we are not able to refund this fee.

We may, at our discretion, refund any future coaching fees for candidates that have dropped out of a course.

Coaching as part of training programmes

Where coaching is provided as part of training programmes (e.g. our 'expert to leader' course):

If a session is a standalone meeting, cancellation is treated as per the individual coaching sessions section above.

If a session is part of a dedicated/nominated day of on-site sessions (whether on site or remote), and is cancelled or missed, there will be no refund as our charge is made on a daily basis.

Travel expenses

In the case of cancellation, any relevant travel expenses where we have incurred a cost will always be charged, unless already paid as part of an up-front payment. This includes any agreed pre-booked, non-refundable travel, as well as travel to/from a location where sessions are cancelled or missed at the last minute, or where we find the location is closed or not available.