

**Kind To Mind Cancellation and Refund Policy (Coaching (Funded and Private),
Talks and Workshops)**

Late arrivals and client missed sessions (coaching):

All sessions are delivered via Zoom or telephone and the coach will call the client or enter the Zoom meeting room at the appointment time. If the telephone call is unanswered, the coach will continue to call and try to make contact for a maximum of 10 minutes after the session start time. When meeting via Zoom and the client is not present, the coach may call the client separately via telephone for a maximum of 10 minutes. After 10 minutes the session will close and the coach will send a follow-up email to inform the client that the session was cancelled. A late arrival beyond 10 minutes or a missed session cannot be refunded or regained in the case of funded 6-week coaching interventions. In the case of privately paying clients, 50% of the session fee must be paid for the missed session.

Coach missed sessions (coaching):

We do not expect coaches to miss any sessions without reason or prior notification. If clients are informed of a session cancellation less than 48 hours before the session then that session can be recounted or refunded. Otherwise rearranging the session time would ensure the client or coach are not at a financial loss.

Workshops and Talks:

If clients do not attend a scheduled workshop or arrive over 10 minutes late then the speaker or workshop facilitator may charge the full amount for the workshop. If the session is cancelled by the client within 48 hours of the workshop or talk, the speaker or workshop facilitator may charge 50% of the fee. If the speaker or workshop facilitator arrives over 10 minutes late then the client may request a reduction of up to 50% of the fee, depending on other factors such as whether the session could be delivered in full (a discounted fee is at the discretion of Emma Lyddon, Director of Kind To Mind). If the speaker or facilitator misses the talk or workshop completely then no fee is incurred.

Exceptional Circumstances:

On occasion, late arrivals or missed sessions are the results of exceptional circumstances. Refunds, recounted sessions and discounts are at the discretion of Emma Lyddon, Director of Kind To Mind, in the case of exceptional circumstances and may be granted if the client was deemed unable to make appropriate contact with the coach, speaker or workshop facilitator to inform them of missing a session or late arrival.

Date: 20.09.2022

Signed: E LYDDON

Signature: 