Coaching Session Booking, Cancellation & Rescheduling Policy

I value both your time and mine, and I understand that plans can sometimes change. This policy is designed to provide clarity around booking, payment, cancellations, rescheduling, late arrivals and missed sessions.

Payment and Confirmation

For standalone coaching sessions, payment must be received at least **48 hours before your scheduled session**.

Your session is not confirmed until payment has been received.

Where a coaching session is already included as part of a paid programme or package, no additional payment is required unless otherwise stated.

Cancelling or Rescheduling Your Session

If you need to cancel or reschedule your session, please provide at least **48 hours' notice**.

Where at least 48 hours' notice is provided, we can arrange an alternative date and time without you losing your session.

If you cancel or request to reschedule with **less than 48 hours' notice**, the session will normally be forfeited. Any payment already made for that session will not be refunded. Where the session forms part of a programme or package, the session will be treated as used.

Exceptional Circumstances

I understand that genuine emergencies and unexpected circumstances can happen.

If you are unable to give 48 hours' notice, please contact me as soon as possible and explain the circumstances.

I may, at my discretion, waive the cancellation terms and offer an alternative session where I consider the circumstances exceptional. This will be considered on a case-by-case basis and is not guaranteed.

No-Shows

If you do not attend your scheduled session and have not contacted me to cancel or reschedule, the session will be treated as a **no-show**.

The session will be forfeited and any payment already made will not be refunded. Where the session forms part of a programme or package, the session will be treated as used.

Late Arrival

Please make every effort to arrive on time for your session. I allow a **15-minute grace period** from the scheduled start time.

If you arrive within the 15-minute grace period, your session will normally still finish at the originally scheduled time. This means that the time by which you were late may be deducted from your session.

Where my schedule permits, I may, at my discretion, provide the full intended session duration.

If you have not arrived or made contact within **15 minutes of the scheduled start time**, I may leave the session. The appointment will then be treated as a no-show, the session will be forfeited and any payment already made will not be refunded.

If I Need to Cancel or Reschedule

If I need to cancel or reschedule a session, I will give you as much notice as reasonably possible and, wherever possible, at least **48 hours' notice**.

If unexpected circumstances mean I am unable to attend a scheduled session, I will contact you as soon as possible.

We will arrange a replacement session at a mutually convenient time. **You will not lose a session or any payment made where the cancellation or rescheduling is initiated by me.**

Statutory Rights

Nothing in this policy affects your statutory rights.

Last updated: September 2026