



NU WONDERFUL U LLC THE COACHING CANCELLATION FEE POLICY

Ensuring Quality and Consistency in Coaching Services

Coaching Cancellation Fee Policy

Introduction

To maintain the quality and consistency of our coaching services, we have established a cancellation fee policy. This ensures that both the coaches and clients have a clear understanding of the expectations and commitments involved. Our policy is designed to respect our coaches' time and effort while offering our clients flexibility.

Cancellation Notice

Clients are encouraged to notify their coach of any cancellations as soon as possible. This allows us to manage schedules effectively and offer the slot to other clients who may be waiting for an opportunity.

Standard Cancellation

- **Notice Period:** Clients must give at least 24 hours' notice before the scheduled session to avoid any cancellation fees.
- **Fee:** If a session is canceled with at least 24 hours' notice, no fee will be charged.

Late Cancellation

- **Notice Period:** If a client cancels within less than 24 hours of the scheduled session, a late cancellation fee will apply.
- **Fee:** 100% of the session fee will be charged.

No-Show

- If a client fails to show up for a session without any prior notice, the full session fee will be charged.

Exceptions

We understand that emergencies and unforeseen circumstances can arise. In such cases, clients are encouraged to communicate with their coach as soon as possible. Exceptions to the cancellation fee may be considered on a case-by-case basis.

Rescheduling

Clients wishing to reschedule their session can do so without penalty if they provide at least 24 hours' notice. Rescheduling with less than 24 hours' notice may incur a fee unless an exception is granted.

Payment Method

Cancellation fees will be charged using the payment method on file. Clients are responsible for ensuring their payment information is up to date.

Policy Agreement

By scheduling a session with NuWonderful U LLC coaching services, clients agree to abide by this cancellation fee policy. This agreement helps ensure a respectful and professional environment for both clients and coaches.

Contact Information

For any questions or concerns regarding our cancellation policy or to discuss potential exceptions, don't hesitate to get in touch with our support team at [fredina@nuwonderfulullc.com] or [phone number 1-216-200-5486].

This policy aims to foster a respectful and efficient coaching environment. Thank you for your understanding and cooperation.

Byron and Rev. Dr. Fredina Weems

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