

# Simply Cultivated Policies and Terms & Conditions

## **Appointment Refund:**

After appointment(s) scheduling is complete, refunds are provided, less the cost of ordering blood work, only if the cancellation policy was followed with a 24 hour notice.

## **Payment plan policy:**

If you are on a payment plan, you are required to complete all of your scheduled payments. All payments must be made according to the payment schedule agreed upon in contract. Failure to complete your scheduled payments may result in denied access to future coaching.

## **Declined payment policy:**

As a client of Coach Tiffany, you are required to complete all of your payments. You have 5 business days from the date of the payment decline to bring your account into good standing. Failure to bring your account into good standing may result in legal action and denied access to future coaching.

## **Hours Of Operation:**

Tiffany's Coaching hours of operation are listed on the scheduling calendar with all the available appointments. All client communication will be responded to within 1 business day or sooner during regular business hours of 9am - 5pm, Monday through Friday. If within that time falls a Federal Holiday, then communications will continue on the next business day following the holiday.

## **Cancellation/Rescheduling Policy:**

If you need to cancel/reschedule your appointment, please provide 24 hours notice. Failure to do so will result in a cancellation fee of the FULL amount of the appointment scheduled.

## **Privacy Policy:**

### **What information do we collect?**

We collect information from you when you schedule in person or register on the website, place an order, enter a contest or sweepstakes, respond to a survey or communication such as e-mail, or participate in another site feature.

When scheduling or registering, we may ask you for your name, email address, mailing address, phone number, credit card information or other information such as: medical history, medications, diet and health.

### **How do we use this information?**

To personalize your experience and to allow us to deliver the type of care in which you are most interested.

To allow us to better service you in responding to your customer service requests. To quickly process your transactions.

### **How do we protect visitor information?**

We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential.

### **Do we disclose the information we collect to outside parties?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice, except as described below.

We may release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

### **Changes to our policy:**

If we decide to change our privacy policy, we will post those changes on this page. Policy changes will apply only to information collected after the date of the change. This policy was last modified on 04/01/2023.

### **Questions and feedback:**

We welcome your questions, comments, and concerns about privacy. Please send us any and all feedback pertaining to privacy, or any other issue at :

[coachtiffany@simplycultivated.com](mailto:coachtiffany@simplycultivated.com)