

CREDENCE COACHING CANCELLATION POLICY

Applicable to any coaching packages booked from 1st May 25

Cancellations: We understand that situations and circumstances change however we ask that notice of cancellation is given at least 24 hours before the start time of your appointment. You will be able to cancel and re-schedule an appointment via the link on your confirmation email up to 24 hours in advance. Credence Coaching reserves the right to charge the full fee for the cancelled coaching session if cancelled by the client with less than 24 hours notice.

No shows. In the event of a client not showing up to the scheduled appointment, it will be treated in the same way as a cancellation and the full fee will be charged.

Late appointments. In the event that a client arrives late for an appointment the coaching time will finish at the usual scheduled time resulting in a shorter appointment.

Cancellation of Coaching packages. Coaching packages require a significant amount of front-loading of support for the client and as such packages carry a lower fee per session. Any package can be cancelled and a full refund given if **more than 24 hours** notice is given of cancellation prior to the **first** session of that package.

Should a client wish to cancel their coaching package part way through the package they must request a refund in writing at least 5 working days prior to their next scheduled coaching session to: hello@credencecoaching.co.uk and any remaining coaching sessions will be refunded at the equivalent cost per session, less a cancellation fee of £50. In the case of monthly subscription packages, the booking fee of £50 is retained and any further payments will be cancelled.

Coaching session expiry: All individual coaching sessions must be completed within 2 months of purchase. Coaching packages must be commenced within 2 months of purchase and completed within 12 months of commencement.

Anne Pearson
Founder of Credence Coaching

Dated May 2025