

FOR CERTIFIED HEALTH AND WELLNESS COACHING

CANCELLATION AND REFUND POLICY

If the Client needs to cancel or reschedule the appointment, the Client must do so at least 48 weekday business hours in advance; otherwise, the Client will forfeit that session and owe payment for it.

If you cancel before scheduling a time with me, you may request a refund, but there will be a \$35 processing fee. No refund will be provided, if you cancel after being put on the schedule.

However, you will be permitted to reschedule one time, on another day, at no additional charge.

No refund will be provided for consults that include a test review once it has been received by the coach.

EMAIL SUPPORT

We always do our best to respond to client emails quickly. Note, however, that neither client sessions nor email support are available during the weekends or holidays. Depending on how many clients are seeking support at once, our email reply may at times take up to two or three business days

DISCLAIMER OF HEALTH CARE RELATED SERVICES FOR HEALT COACHING AND FUNCTIONAL MEDICINE PRACTITIONER COACHING

The Health Educator encourages the Client to continue to visit and to be treated by his/her healthcare professionals, including, without limitation, a physician. The Client understands that the Health Educator, Health Coach or Functional Medicine Coach/Educator/Practitioner is not acting in the capacity of a doctor, licensed dietitian-nutritionist, therapist, psychologist or other licensed or registered professional. Accordingly, the client understands that the Health Educator, Health Coach or Functional Medicine Coach/Educator/Practitioner are not providing health care, medical or nutrition therapy services and will not diagnose, treat or cure any disease, condition or other physical or mental ailment of the human body. The Client has chosen to work with the Health Educator, Health Coach or Functional Medicine Coach/Educator/Practitioner and understands that the information received should not be seen as medical or nursing advice and is not meant to take the place of your seeing licensed health professionals.

FOR FUNCTIONAL MEDICINE COACHING

DURATION AND SCHEDULING

Our goal is to help you to become self-sufficient in being healthier and happier. All Catalyst Group, Inc. individual programs are for a minimum of three months (6 sessions held every other week which must occur within three calendar months). We respect that our clients have varying needs for support and ongoing coaching. For ease of scheduling, sessions will continue to occur automatically beyond this initial duration until the client notifies the Health Counselor/Educator via email or phone of a desire to reduce meeting frequency or cease sessions.

The Client and Health Educator will meet at a consistent day/time every other week for scheduling ease. We understand that our clients have busy schedules, and we take pride in not keeping them waiting. Each session will end approximately 40 minutes after it was scheduled to begin. Please be on time.

If the Client needs to cancel or reschedule the appointment, the Client must do so at least 48 weekday business hours in advance; otherwise, the Client will forfeit that session and owe payment for it. The Health Educator will also give the Client at least 48 hours' notice of a need to reschedule due to unexpected events.

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PAYMENTS AND REFUNDS

The Client understands that the cost of this Program is \$480 per month. The Client will pay for their program in monthly installments by bank account withdrawal or by credit card (all conducted on-line via PayPal) prior to the first session of each month. The client understands that their program is for a minimum of three months. In the event of the Client's absence or withdrawal, for any reason, the Client will remain fully responsible for the unpaid balance of the Program for the first three months. The first client meeting is 1.5 hours and is a separate fee of 240.00, to be paid prior to the meeting to reserve your spot. If the health in take is lengthy and multi-faceted, the client will be charged additionally to the nearest half hour for the time over 1.5 hours.

Due to our upfront investment in developing your program, refund requests cannot be supported.

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