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Cancellation and Refund Policy

Your purchase of coaching, hypnotherapy or any other packages or sessions indicates your commitment to participate in the process and follow through to its conclusion. As such your sessions should be viewed as any other important appointment you make for yourself. Coaching, hypnotherapy or any other package/session is an investment in yourself. The decision to cancel for any reason other than serious illness or emergency should be heavily weighed against the benefit you would miss out on from keeping your appointment.

However, we also understand that unexpected events can happen. In addition to the general guidelines outlined below, refunds and cancellations will be considered on an individual basis, at the discretion of Michelle Turpin - Coach.

The following terminology applies to this agreement: "Client", "You" and "Your" refers to you, the person accessing this website and accepting the Company's terms and conditions. "The Business," "the Company," "Michelle Turpin - Coach" "Ourselves," "We," "Our," and "Us," refers to our business, Michelle Turpin - Coach. All terms refer to the offer, acceptance, and consideration of payment necessary to undertake the process of our assistance to the Client in the most appropriate manner, whether by formal meetings of a fixed duration, or any other means, for the express purpose of meeting the Client's needs in respect of provision of the Company's stated services/products, in accordance with and subject to, prevailing law of the United Kingdom. Any use of the above terminology or other words in the singular, plural, capitalization and/or, he/she, or they, are taken as interchangeable and therefore as referring to same.

This policy shall apply to all services available on the website:
www.nmichelleturpin-coach.co.uk

Cancelling an Order

The Client may cancel an order for coaching, hypnotherapy or other services, excluding downloadable resources and mini courses, within 24 hours of purchasing and request a refund. The refund will be issued, minus a 10% transaction fee. To cancel an order, send your request to info@michelleturpin-coach.co.uk. The Client must clearly state their decision to cancel, the reason for said cancellation, and their preferred method of reimbursement.

Refunds

Refunds do not apply to downloadable resources and courses.

Reimbursement for refunds will be provided at the discretion of Michelle Turpin – Coach. A 10% transaction fee of the refund amount will apply and be subtracted from all refunds.

If the Client cancels after beginning sessions and/or receiving services with Michelle Turpin – Coach, they may only request a refund for the amount pertaining to remaining sessions.

The Client will not have the right to cancel or request a refund after the services have been fully performed (after all sessions have been completed).

We reserve the right to modify or terminate services and the Client-Company relationship at any time for reasons such as, but not limited to, dangerous or criminal behaviour on the part of the Client, inappropriate or offensive behaviour from the Client, or irresponsible or disrespectful behaviour from the Client. Michelle Turpin - Coach will notify the Client with the reason for termination or modification and said termination or modification is effective immediately. In such situations, at the discretion of Michelle Turpin Coach, a refund may or may not be issued for any remaining sessions or services that were paid for but not completed.

Cancellations

Sessions are scheduled in advance and are a time reserved exclusively for our clients. When a session is cancelled or rescheduled without adequate notice, we are unable to fill this time slot by offering it to another current client, a client on the wait list, or a client with an emergency.

Unless extraordinary circumstances apply:

A 50% cancellation fee (50% of your total session fee) will be applied when a session is cancelled less than 48 hours in advance. Sessions may only be rescheduled once. All rescheduled sessions must be booked and used within 4 weeks.

A 100% cancellation fee (100% of your total session fee) will be applied when a session is cancelled less than 24 hours prior to session time the same day. No rescheduling will be possible.

A No Show fee (100% of your total session fee) will be applied when you fail to appear within 15 minutes of your appointment time. No rescheduling will be possible.

Arriving late to your session – if you arrive less than 15 minutes late the session may still take place, but the lost time will not be made up or rescheduled and your session will finish at the original time.

If a session is cancelled or rescheduled with more than 48 hours' notice, no cancellation fee will be applied.

If a session is cancelled or rescheduled at the request of Michelle Turpin - Coach, no cancellation fee will be applied.

Exceptions will be considered on a case by case basis.

Since discovery calls are free of charge, there is no cancellation fee associated with them. However, potential clients that cancel their discovery call with less than 24 hours' notice and/or who miss their discovery call appointment more than twice will not be allowed to schedule another one. Instead, a standard paid service will have to be scheduled and will be subject to the relevant service charges and the above cancellation policy.

For our courses and group coaching programs, please refer to the Terms of Use for each specific offer.

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