Cancellation policy

[Your business name] · effective [date]

1. Your booking and deposit

When you book, you pay a deposit of [amount]. It holds your place in my calendar and counts toward the price of your [package or first session].

2. Moving or cancelling a session

You can move or cancel a session at no cost with at least [24] hours' notice. Message me at [email or phone] and I'll offer you another time.

3. Late cancellations

If you move or cancel with less than [24] hours' notice, [the session counts as used / I charge half the session fee]. Once per [package], I'll waive this for an emergency.

4. Missed sessions and lateness

If you miss a session without telling me, it counts as used. If you join more than [15] minutes late, we'll use the time that's left, and the session ends at its usual time.

5. Cancelling your package

You can cancel your [package] at any time by writing to me at [email]. If you cancel before your first session, I'll refund what you paid except the deposit, which covers the time I set aside for you. After your first session, I'll refund the sessions you haven't used [minus the deposit].

[If you coach individuals in the UK or the EU:] You can also cancel within 14 days of booking for a full refund. If you ask me to hold a session within those 14 days and then cancel, I'll refund what you paid minus the sessions we've already had.

6. If I need to cancel

If I have to move or cancel a session, I'll tell you as early as I can and offer you another time. If none suits you, I'll refund that session in full.

7. Refunds

I send refunds to the card you paid with within [5] business days of agreeing them. Your bank decides how soon it shows on your statement.

8. Questions and problems

If something isn't right, write to me first at [email]. I'll reply within [2] business days, and we'll sort it out together.

9. Your agreement

By signing, you confirm that you've read this policy and agree to it.

Client name: _____

Signature: _____

Date: _____