

# Zeahlot LLC – Company Policies

## Introduction

At Zeahlot LLC, our intention is to create a mentorship space rooted in clarity, accountability, compassion, and genuine support. These policies are here to guide your journey with us gently, transparently, and with the mindfulness that every human's path in business and personal growth is unique. Think of this document as a warm orientation, helping you understand how we walk side-by-side throughout your mentorship experience.

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## Getting Started

Once your payment is complete, we will open the doors to your mentorship space. Within one (1) business day, you will receive access to:

- Your onboarding materials
- Your private Slack channel
- Your mentorship resources and systems
- Your ongoing support chat

Slack will be our home for communication, updates, scheduling, and shared progress. All official messaging and coordination will flow through this channel.

If you are unable to respond via Slack within three (3) business days, Zeahlot LLC may reach out through alternative methods to ensure you remain supported by confirming you are receiving our communication via slack.

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## Sessions And Scheduling

### 1:1 Private Mentorship

Your private sessions are held through video call, creating a consistent moment of presence, clarity, and alignment.

You will be able to schedule your sessions using your personal booking link. To support your flow and maintain order, sessions must be scheduled at least 24 hours in advance.

Some packages may offer flexible-time sessions, designed to honor your rhythm and lifestyle.

### 1:1 Private Mentorship Usage

Private mentorship includes **two sessions per month**, each offering up to **two hours** of supportive guidance. These sessions must be used within the same operational month, and cannot be rolled over or accumulated.

You're welcome to enjoy your sessions consecutively, within the same week or even the same day, whenever it feels right for you. Unused sessions expire at the end of the month.

**December is a non-operational month**, so your services pauses. It does not count toward your duration, and no sessions are lost.

### Group Mentorship Sessions

Group sessions take place once per month. You will receive the monthly date, time, and access details directly inside your Slack channel. Each group gathering is a space for connection, reflection, and shared empowerment.

Group mentorship gatherings take place once per month, held on the third Thursday of each month. These sessions create a warm, nourishing space for shared learning, connection, and collective growth.

The schedule and access link will always be shared in advance through our Circle portal channel.

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## Rescheduling & Cancellations

### Cancellations

Clients may cancel one (1) 1:1 private mentorship session per month with at least 24 hours' notice. Once this monthly cancellation is used, no additional cancellations will be available for that month. Sessions canceled with less than 24 hours' notice, or missed without communication, will be considered used.

Life happens - if something comes up, you're welcome to use your one monthly cancellation, and we'll happily adjust your space with care.

## **Rescheduling**

You may reschedule your sessions at any time and book immediately for any available openings on the calendar.

## **Cancellations on Our Side**

If your mentor needs to reschedule, a makeup session will be arranged at your convenience with care and priority.

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## **Attendance & Punctuality**

Your presence is sacred in this mentorship. Consistency helps your growth stay steady and intentional.

- You have a 10-minute grace period to join your session.
- Sessions end at their scheduled time.
- Lost minutes due to late arrival cannot be added.

If your mentor is delayed, your time will be extended or a session credit will be issued. Repeated absences or delays without communication may result in pausing or discontinuing the service in order to maintain a supportive and balanced container.

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## **Code Of Conduct**

Zeahlot LLC is deeply committed to creating a space that honors respect, safety, and empowerment for all clients.

## **Expected Behavior**

- Speak with kindness and professionalism.
- Stay open, receptive, and collaborative during mentorship.
- Treat every participant with respect, especially in group spaces.

## **Prohibited Behavior**

To protect the emotional and psychological safety of the community, the following are not allowed:

- Any form of harassment or inappropriate sexual conduct or content
- Discriminatory, aggressive, or harmful language
- Intentional disruption of sessions or community spaces
- Repeated lateness or absence without notice
- Recording Private or group sessions without consent
- Disruptive behaviour during group sessions, that includes interrupting frequently, dominating conversations, dismissing others' experiences, or bringing irrelevant or inappropriate topics
- Sharing sensitive information about third parties

## **Professional Integrity**

- Exercises, reflections, and business planning must be your own effort.
- Tools, templates, resources, and systems from Zeahlot LLC are for your personal use only.
- Content from sessions, including recordings or documents, may not be shared or reproduced without written permission.

## **Consequences**

If behavior violates the integrity of the mentorship space, Zeahlot LLC may pause or terminate the service. Refunds are not available for terminated services.

## Payments

All payments are charged automatically using the method you selected at the time of enrollment. You may pay by credit card, debit card, bank transfer, deposit, or wire transfer. Any processing fees, including international transfer fees, are the Client's responsibility. A receipt is issued for every payment and will show the method used and who made the transaction.

You may request to pay in advance at any time, and we will process the charge accordingly. Clients may also receive a full-payment discount when covering the entire service upfront. Please note that if you choose a payment-plan option, the full-payment discount does not apply, even if you later decide to pay ahead.

Zeahlot LLC does not store or access your payment data. All information is processed securely through our payment partners, who follow strict protection and encryption standards.

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## Payment Terms

- Payment must be completed before services are delivered.
  - Monthly plans are charged automatically on the **1st of each month (PST)**.
  - If payment is made on the same day, it is *not* considered late.
  - Partial payments are not allowed.
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## Late or Declined Payments

If a payment fails or is not received on time, a **\$100 late fee** is added on the first day the payment is missing.

If payment (including the late fee) is not completed within **14 consecutive days**, Zeahlot LLC may gently pause or terminate access to your services.

To restore access after the 14-day period, a **reactivation fee equal to 10% of the total service value** must be paid in one single payment. Once restored, you will continue with the remaining sessions or calls originally included in your program.

Declined payments follow the same process as late payments.

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## Privacy & Confidentiality

**Your story, your business, and your personal journey are held in deep confidentiality. Nothing you share in private sessions will be disclosed without your consent.**

Clients must also honor the confidentiality of all participants. This means you may not publish, share, or distribute any recordings, materials, systems, frameworks, or session content with third parties or outside of the communication channels authorized by the company.

**Sharing content, recordings, frameworks, systems, or any session materials with anyone outside the authorized spaces is strictly prohibited.**

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## Mentorship Limitations

Our mentorship is a supportive and educational space, not a replacement for professional services.

**No Therapy:** We do not provide clinical therapy, counseling, or mental health treatment. Please seek a licensed professional for any emotional or mental health needs.

**No Legal Advice:** Any legal conversations are only general opinions. Always consult a qualified attorney before taking legal action.

**No Financial Advice:** We do not offer financial advising. For any financial decisions, please speak with a certified financial professional.

**No Medical Services:** We do not provide medical advice. For health concerns, connect with a licensed healthcare provider.

**No Guarantees:** Your growth and results depend on your own actions, choices, and commitment. We cannot guarantee income, business outcomes, or specific results from any of our programs, tools, or guidance.

Our intention is to guide you with clarity, presence, and integrity, while encouraging you to seek the right professionals when needed.

