

Becky Coles Media Town Square VIP Coaching Expectations & Policies

Your Investment and What It Covers

When you sign up for a year of coaching, you're reserving a dedicated spot in my coaching roster for the full year. That means I've held that space for you - planned around it, protected it, and turned away other clients to keep it available. The investment reflects that commitment from both of us.

Refunds

VIP coaching is non-refundable.

I know that's a firm line, and I want to explain why I hold it. This isn't about protecting myself from people who don't do the work - though I'll be honest, that does happen. It's about the nature of what you're actually buying. You're not purchasing a product you can return. You're securing a year of dedicated access to me, my time, and my attention. The moment that spot is filled, it's off the table for everyone else.

If your circumstances change in a significant way - a serious medical situation or a major family crisis - reach out to me directly at bcoles@beckycoles.com. I'll listen and we'll figure out the right path forward together. What I can offer in those situations is a pause or a credit toward a future intake, not a cash refund.

Extensions and refunds are not granted because progress feels slow or life gets busy. Coaching works when you show up for it. I'll hold up my end completely - every session, every commitment, every resource I've promised you.

Missed Sessions

Sessions require 48 hours notice to reschedule. If you need to move a session, email me at bcoles@beckycoles.com with at least two days notice and we'll find another time that works.

Sessions cancelled with less than 48 hours notice are forfeited and count as a session used. Sessions missed without any notice are forfeited. I plan my schedule around our calls - last-minute cancellations affect more than just that one hour.

Payment Plans

If you've chosen a payment plan, you're committing to all payments in full. Payments process automatically on the agreed schedule.

If a payment fails, I'll give you 7 days to resolve it before sessions pause. During that time I'll reach out so we can sort it quickly. If the account isn't brought current within 7 days, coaching sessions pause until it is. Sessions do not accumulate during a pause - we pick up where we left off once the account is current.

If you walk away from the payment plan entirely, no refund is issued on payments already made and remaining sessions are forfeited.

*NB: I've had my share of tough times. Please keep the lines of communication open so we can make this work.

If Something Happens on My End

If I ever have to cancel a session, I'll reschedule it within 30 days - no exceptions. If something happens that prevents me from fulfilling the remainder of your coaching year entirely, I'll offer you a prorated credit toward a future intake. I take this commitment as seriously as I'm asking you to.

Spot Transfers

VIP spots are non-transferable. Your coaching engagement is personal to you and cannot be passed to another person.

Questions

If anything here isn't clear, reach out before you purchase. I'd rather answer your questions upfront than have either of us deal with confusion later. bcoles@beckycoles.com.