

Cancellation Policy: To cancel or reschedule an appointment, you must provide at least one business days' notice. If you're more than 10 minutes late for your appointment, you'll be required to reschedule. Cancellations for any paid workshop series or French courses must be received two business days before the start of the FIRST workshop in the series. A \$15 administration fee for refunds apply with the exception of workshop payments of \$20 or less which are non-transferable and non-refundable. Canceled or rescheduled appointments require 24 hours' notice or there will be a \$10 fee, which must be paid before the next appointment is scheduled.

Your file may be closed if you don't use the coaching services for over two years or if three or more appointments are missed or cancelled. YES may, in its sole discretion, at any time and for any reason listed in the code of conduct or service agreement waiver, suspend your client file.

