

## Payments, Cancellation & Rearranging - Terms and Conditions for All Coaching or Sales Accelerator Academy Training Programs

- 1. All paid coaching sessions are final when paid in full and/or the first coaching session begins. NO refunds will be granted.** Once Initial coaching session is paid, this constitutes agreement that they have read and understood the terms of coaching with Stephen Gregg.  
  
All homework assignments recommended and agreed upon during the coaching sessions need to be completed by client after each session to fulfill the obligations of the coaching by the client.
2. Stephen Gregg will assist the client to set and achieve goals that will help to bring about desired outcomes for the client. **The client has sole responsibility** for any decisions they may make following coaching with Stephen Gregg. Stephen Gregg accepts no liability for the client's actions. Stephen Gregg has no liability for any loss incurred by any client, whether financial or otherwise, following commencement of coaching sessions or for any perceived failure by the client, whether justified or otherwise, to achieve a material improvement in quality of life or to achieve their desired outcomes or goals. By making payment for the coaching, the client understands that they are 100% responsible for their success or lack of success and does will not blame Stephen Gregg for their results.
3. The client will be required to complete a 'Commitment to Coaching' form at the commencement of coaching; the client will be asked if they are ready to take action to make the necessary changes.
4. If the client needs to rearrange a coaching session, they should provide at least 48 hours' notice. No refunds will be given to clients for unused coaching sessions unless 48 hours' notice has been given. In some circumstances client or Stephen Gregg may need to rearrange a coaching session; in these circumstances Stephen will use reasonable measures to provide a mutually satisfactory alternative appointment the client.
5. Where a client pays for a session, or sessions, in advance they must have the coaching session(s) that they have paid for within 90 Days of the payment, or their fee is forfeited.
6. The client may terminate their coaching contract at any time in writing. Any monies owed by the client at the time of cancellation will become due immediately. Refunds on payments made against future sessions will be at the discretion of Stephen Gregg.
7. In exceptional circumstances, such as illness or unavailability due to bereavement or other commitments, inappropriate behavior by the client, actual or potential conflict of interest, or other reasons, Stephen Gregg can decide to terminate the service to the client early or refuse or be unable to provide further coaching sessions to the client. In such a circumstance the client will be given reasonable notice of termination by Stephen where practicable, and will be refunded any advance payments made for coaching sessions not yet provided.
8. There may be occasions when Stephen Gregg may recommend to the client that they seek an alternative service more suited to their current needs. In this event Stephen Gregg will fully discuss the reasons for the recommendation with the client. It is the client's sole responsibility to decide whether to follow the recommendation and Stephen Gregg does not accept any liability for the outcome of any decisions the client chooses to make.