

Strategic Coaching and Therapies, LLC

8872 Crystal River Dr.
Indianapolis, In 46240

Modified on: August 30, 2024

Cancellation Policy for All Trainings

Missed Hours Policy for Trainings or Workshops:

In order to earn full CE Credit for attending a Strategic Coaching and Therapies, LLC training or workshop, **full attendance is mandatory**. Partial CEs and certificates of attendance will not be issued. CEs and certificates of attendance will only be issued upon completion of missed hours.

Further questions regarding this policy, and requests for religious considerations, may be sent to info@carolthecoach.com.

Cancellation Policy:

All cancellation requests must be made in writing and sent to info@carolthecoach.com. The following options are *typically available if a training registration needs to be cancelled:

Refund: For a full refund, a written cancellation notice must be received by Strategic Coaching and Therapies, LLC

- **Refunds:** Please send your cancellation request in writing to info@carolthecoach.com. Your refund or credit will be subject to a \$100 cancellation fee. Allow 7-10 business days for receipt of refund.
- **If within 15 days of the event, no refund will be made.** (If you are not able to attend the training due to emergent reasons, we will allow you to take future training for an additional \$50 cost.)
- **Credit:** To receive a credit for the full registration fee, a written cancellation notice must be received by Strategic Coaching and Therapies, LLC no later than 15 days prior to the first day of the scheduled event. Cancellations received less than 15 days prior to the first day of the scheduled event will be credited less a cancellation fee of \$100. Credits expire 1 year from the date issued.
- **Transfer:** Registration fees may be transferred to another module training or workshop, if available. Transfer requests must be submitted in writing to Strategic Coaching and Therapies, LLC 15 days prior to the first day of the scheduled event, and the training must be completed within 1 year of the original event. If the training is not completed within that

time frame, the registration fee will be forfeited, and it will be the participant's responsibility to register for the next available training and pay the full registration fee.

No refunds, credits, or transfers will be available as of the first day of the scheduled event.

Active Listening Requirements:

- Participants will need to have their device camera on (please notify the Strategic Coaching and Therapies, LLC member assisting with the training should you need to turn your camera off at any time).
- Participants must be in a stationary area. **Driving or being a passenger in a car while participating in an online training is prohibited** as it can be very distracting for all parties. If you are actively driving or a passenger in a car we will dismiss you from the training for your safety. This will be considered a cancellation with the cancellation policy enforced.