

Refund & Cancellation Policy

IAM My Brother's Keeper

At IAM My Brother's Keeper, every service is designed to guide Black Muslim men through real, faith-rooted conversations that build clarity, healing, and growth. Because our work is deeply personal and time-dedicated, clear boundaries ensure that both you and I can commit fully to this journey.

1. Clarity Calls

Clarity Calls are non-refundable, but may be rescheduled once with at least 24-hour notice before your scheduled time.

Cancellations made less than 24 hours before the session, or missed appointments, will result in loss of the session fee.

2. Coaching Sessions & Programs

All coaching sessions and multi-week programs are non-refundable once the first session begins.

Coaching is a collaborative process that requires your participation and consistency; your investment reflects that commitment.

If an unexpected circumstance arises (family or health-related), you may request to pause your program and resume within 60 days.

Unused sessions may also be credited toward another IAM My Brother's Keeper program within the same 60-day period.

3. Group Programs, Workshops & Retreats

For group or live events, cancellations made 7 or more days before the start date may receive either a 50% refund or a full credit toward a future program.

No refunds will be issued once the event or program has started.

4. Coaching Disclaimer

Coaching through IAM My Brother's Keeper provides spiritual, personal, and relational guidance rooted in Islamic principles and lived experience.

It is not therapy, mental health counseling, or legal advice. Clients are encouraged to seek professional or religious counsel as needed alongside coaching support.

5. Commitment to Brotherhood

Our goal is to ensure every brother feels respected, supported, and guided toward lasting change.

While refunds are not provided, IAM My Brother's Keeper is committed to offering fair solutions, including session credits or program transfers whenever possible.

Contact

For questions regarding this policy or rescheduling requests, please email: info@iammybrotherskeeper.info