



Coaching & Mentoring Session Cancellation Policy

At Good Life Coaching, we understand that unforeseen circumstances can arise, and you may need to adjust your scheduled coaching or mentoring sessions. We strive to be flexible while also respecting the time commitment of both our clients and coaches.

To ensure clarity and fairness, please review our cancellation policy below:

Notification of Cancellation:

- We require a minimum of **24 hours' notice** prior to your scheduled session date and time for any cancellations or rescheduling requests.
- Cancellations can be made by email at ishmel@ishmelgoodrum.com.

Cancellation Fees:

- **Cancellations made with 24 hours or more notice** prior to the scheduled session will not incur any cancellation fee.
- **Cancellations made with less than 24 hours' notice** prior to the scheduled session, or failure to attend a scheduled session (no-show), will incur a cancellation fee.
- The **Cancellation Fee is equal to 50% (one-half) of the paid session rate** for the session in question.

Payment of Cancellation Fees & Rescheduling:

- All applicable cancellation fees must be **paid in full prior to rescheduling** the cancelled session or booking any future sessions.
- An invoice for the cancellation fee will be sent to you via email and payment can be made through stripe.

Coach-Initiated Cancellations:

- In the rare event that your coach needs to cancel a session, we will provide you with as much notice as possible and will work with you to reschedule the session at the earliest mutually convenient time, at no additional cost to you.

Understanding and Agreement:

By booking a coaching or mentoring session with Good Life Coaching, you acknowledge that you have read, understood, and agree to this Session Cancellation Policy.

We appreciate your understanding and cooperation, which allows us to effectively manage our schedule and serve all of our clients. If you have any questions regarding this policy, please do not hesitate to contact us.

Effective Date: May 19, 2025