

Refund & Cancellation Policy

Client agrees to the following:

Refunds for Coaching

At the scheduled appointment time, the Client agrees to join the Zoom call and begin the session. The Coach and client commit to start and finish each session on time. If the client is more than 10 minutes late for a coaching session, the Coach will assume the session is canceled and the client will receive a refund of 50% of their session fee.

Cancellations & Reschedules

All sessions must be rescheduled or canceled at least 12 hours prior to appointment. If session is not rescheduled or canceled 12 hours prior, a 50% refund will be received, and a new session will need to be booked. (Monthly package cancellations determined upon request)

To reschedule or cancel, visit alexantoinette.com, login to your account, navigate to "my bookings", and select either "reschedule" or "cancel".