



Strategic Alignment Session Cancellation, Refund, Rescheduling and No-Show Policy

Rescheduling

Sessions may be rescheduled once with at least 48 hours' notice, subject to coach availability. Clients may use the rescheduling link included in their confirmation email.

Requests received fewer than 48 hours before the scheduled session may be treated as late cancellations. McNeil Creative Enterprises may approve exceptions in cases of emergency or extenuating circumstances.

Cancellations and Refunds

Clients who cancel a session with at least 48 hours notice are eligible for a refund of the amount paid, less a \$50 preparation and administrative fee.



Cancellations received fewer than 48 hours before the scheduled session are non-refundable. At its discretion, McNeil Creative Enterprises may allow the payment to be transferred once to a rescheduled session in cases of emergency or extenuating circumstances.

Approved refunds will be returned to the original payment method.

No-Shows

A client is considered a no-show if they have not joined the session or contacted the coach within 15 minutes of the scheduled start time.

No-shows are not eligible for a refund, credit, or rescheduling. A new session must be booked and paid for separately.

Late Arrivals

Sessions will end at the originally scheduled time. Clients who arrive late may use the remaining session time, but the session will not be extended.

Changes by McNeil Creative Enterprises or the Coach



If McNeil Creative Enterprises or the coach needs to cancel or reschedule a session, the client will be offered an alternative appointment. If a suitable alternative cannot be arranged, the client will receive a full refund.