

TARA LENAЕ COACHING & CONSULTING

SERVICE AGREEMENT & REFUND POLICY

DONE WITH YOU SERVICES

(The Double, The Triple, The Full Day Intensives)

GENERAL TERMS

Rescheduling: Requests to reschedule a consultation, strategy call, or intensive session must be made with as much notice as possible. Tara Lenae Coaching & Consulting will make reasonable efforts to accommodate rescheduling requests, but cannot guarantee availability on short notice.

Communication: After your initial consultation or strategy call, primary communication may shift to phone or another agreed-upon channel for the duration of your engagement.

Client Responsibilities: Timely completion of intake forms, active participation in scheduled calls and sessions, and prompt review of delivered materials are the client's responsibility and directly affect the project timeline.

Confidentiality: All information shared during the course of this engagement is treated as confidential and will not be shared with third parties without consent.

Payment Structure

Done With You Intensives require full payment at the time of booking. A payment plan is available through Klarna.

Intake & Scheduling Requirements

Because these are immersive, date-specific sessions, the following deadlines apply after payment is received:

- **Pre-Intensive Intake Form:** Must be completed within 48 hours of payment confirmation.
- **Strategy Call Booking:** Must be scheduled within 24 hours of intake form submission.

- **Intensive Session Booking:** Your actual Intensive session date must be scheduled within 5 business days of your Pre-Session Strategy Call.

Since payment is made in full, there is no risk of forfeiture for missing the intake form or strategy call booking windows; however, delays will push back your scheduled intensive date and may limit preparation time before your session.

Failure to schedule your Intensive session within 5 business days of your Pre-Session Strategy Call will result in forfeiture of 50% of your payment. This policy exists because time held for your session is time that cannot be recovered or reallocated once it has passed. Scheduling promptly protects both your experience and the integrity of the process for every client served.

Refund Policy

If a refund is requested within the first 3 business days (72 hours) of payment, you will receive a 100% refund.

If a refund is requested after the first 3 business days (72 hours) from payment, you will receive 80% of your payment. The remaining 20% is retained as a service and inconvenience fee for scheduling, preparation, and any work already in progress.

No refunds are issued once your intensive session has taken place. At that point, the service has been fully delivered as agreed.

Note on overlapping policies: The 72-hour refund window and the 5-business-day session booking deadline operate independently. If a client has not requested a refund within the first 72 hours and later fails to schedule their Intensive session within 5 business days of their Strategy Call, the 50% session-booking forfeiture applies in addition to, not in place of, the standard refund terms already outlined above.