

CANCELLATION AND REFUND POLICY

All Coaching, Training and Consulting Contracts are binding. We do not offer refunds on Coaching or Consulting Services.

Why?

As an Ability Business Group client, you come to us to be your accountability partners and supporters to guide you to your highest potential and success. This requires a level of commitment from you and an expectation from us that you are committed to investing in your future.

We believe when refunds are an option, it can challenge this commitment and for the coaching and consulting to work, your commitment to the process must be unwavering.

Since we do not offer refunds, we would advise you to reschedule your session by providing 48 hour notice in advance of your session.

PAYMENT PLANS

Our Payment Plans are offered through a secure payment system called Stripe.

It works just like a direct debit, taking the funds from your bank account over the duration agreed. This is usually a maximum of 3 months

The Stripe payment system handles the payments, we do not hold or see your bank account details.

If you wish to work with us intensively, over a shorter period of time, we can spread the cost over the same duration however, your instalment may be subject to an admin fee of 1.9% after your first initial payment, per instalment. This will be advised from the outset if applicable.

The payment plan option is designed to spread the cost over a period of time to make it accessible and manageable for some of our clients. It is not required for the payments to reflect the number or frequency of your sessions.

Changes to the frequency of your coaching, will not affect the instalment amount or frequency which was agreed at the outset of your coaching programme.

In exceptional situations, we can discuss reworking the plan if required.