

# **Consulting & Coaching Policies & Procedures**

## **Consulting & Coaching Call Procedures**

The Client is responsible for calling Jodi Nicholson at the scheduled time. Time has been reserved exclusively for you, and preparation for your private session has been made in advance of your appointment, therefore all cancellations or rescheduling must be made 48 hours in advance Monday through Friday, excluding major International holidays.

## **Cancellation and Reschedule Policies Defined**

There will be no refund or credit for cancellations made less than 48 hours prior to a scheduled reserved session. Cancellations and the rescheduling of an appointment are accepted Monday through Friday from 9am to 5pm Eastern Standard Time and exclude weekends and major holidays. Please contact Jodi personally via email at [Jodi@JodiNicholson.com](mailto:Jodi@JodiNicholson.com) or call 813-264-5684. For example, if your session is scheduled for a Monday, a cancellation must be received by 5pm EST on the Thursday prior to your appointment. If your session is scheduled for a Tuesday, a cancellation must be received by 5pm EST on the Friday prior to your appointment. Again, there will be no refund or credit for appointments cancelled or changed outside of this policy.

## **Termination of Services**

Jodi Nicholson or the Client may terminate services at anytime. Cancellation or termination must be in writing, by fax or by email to [Jodi@JodiNicholson.com](mailto:Jodi@JodiNicholson.com). The Client is responsible for any unpaid outstanding coaching services performed up to the date of the cancellation notice calculated at the posted hourly rate.

## **Confidentiality**

Jodi Nicholson recognizes that the Client may share confidential and private information during a coaching session. She will not at any time, either directly or indirectly, voluntarily use or disclose any information to a third party. While she will do everything in her power to keep communication confidential, the Client is aware that there are valid exceptions - for instance, if withholding information would be unlawful on the part of the coach. Jodi Nicholson abides by a strict Code of Ethics, available at any time upon request.