

CAROL P. PRENTICE



Returns & Refund Policy

Effective Date: November 1, 2023

Thank you for being a part of the Carol P. Prentice community. Please take a careful look at our Return and Refund Policy.

Coaching & Consulting Services, Packages, and End-of-Life Doula Consulting

I do not offer refunds on Coaching, Consulting, Packages, or End-of-Life Doula Consulting Services once they have been purchased. Our commitment to you involves dedicating time and expertise, so we won't be able to retrieve spent resources. So that you know, results in coaching or consulting relationships depend on your engagement and effort. While I can guide you through the process, the responsibility for change lies within you.

If you are dissatisfied with your investment and are on a payment plan, you may request to discontinue future payments. In rare instances of a mismatch between the coach and client, it may be in the best interest of both parties to terminate the relationship.

Upon deposit and or full program payment, you authorize Carol P. Prentice to process your payment. Once accepted into the packages/program, full payment is required, and no refunds will be issued. The various packages are paid monthly or with the Alexander Technique and Yoga; depending on the series, a 2-time payment can be worked out. You will lose your scheduled time if you arrive late, and a 24-hour notice is required for appointment cancellations; otherwise, you will be charged for the session. Emergency situations will be considered on an individual basis.

End-of-Life Doula Services

This service is personal, and I have separate paperwork that is used when I am working with a client at their end of life. We'll talk about these policies in private.

Lapsed Services

If you fail to start your package within a month of payment after your initial lesson/ coaching session, all payments are forfeited, and no refunds will be issued.

Payment Plans

For those using multi-pay or payment plans, it is your responsibility to complete monthly payments. In case of a lapsed credit card, a 7-day grace period will be provided to update payment information. Failure to do so within this timeframe will result in program access suspension. If the account remains unresolved after 7 additional days, details may be forwarded to a collections agency.

Digital Products

No refunds are issued for digital products. Before you purchase, please get in touch with us with any questions or concerns. If you encounter issues with product receipt or download, we are here to assist you.

Contact Information

If you have inquiries about our Returns and Refunds Policy, please reach out to us via email at carolpprentice@gmail.com. By engaging with our services, you acknowledge and accept the terms outlined in this policy. We appreciate your understanding and cooperation.

