

## **Pixel Leadership Group Coaching Cancellation and Missed Appointment Policy**

Pixel Leadership Group, LLC strives to provide exceptional coaching and development for busy leaders. In order for a coaching engagement to be successful, it is essential that the leader commits to the process, in terms of their attention and full participation during scheduled coaching sessions, as well as the effort they put into achieving their development goals between coaching sessions. We know that a successful coaching engagement is characterized by consistent meetings that build upon each other. Disrupting this consistency can reduce the effectiveness of coaching. The Pixel Leadership Group Cancellation Policy as outlined in this document has been designed to maximize coaching outcomes while respecting the time of our Leadership Coaches. This policy will be provided to all coachees at the commencement of their coaching engagement.

### **Cancellation of an Appointment**

In order to be respectful of the coach's time, if you must cancel an appointment, please contact your coach at least 24 hours in advance. The coaches' time is limited and in high demand, letting your coach know as soon as you are aware you cannot make a session allows them the possibility of using that time to meet with another client. Your coach will also respect your time by offering at least 24 hours notification in the rare case that they need to reschedule a meeting.

### **How to Cancel and Reschedule Your Appointment**

To cancel a session, please contact your coach via email or, if the session was scheduled through our online scheduling platform, you can also login to the platform to cancel the meeting, which sends an email notification to your coach (either option is acceptable). Please cancel sessions at least 24 hours in advance of the session.

### **Late Cancellations**

A late cancellation is defined as failing to cancel a scheduled session with 24-hour advance notice. Clients can have up to one Late Cancellation in their coaching engagement without incurring a penalty. After the first late cancellation, a Late Cancellation will be considered a completed session (i.e., the coachee has forfeited the session). If the coachee is on a pay-per-session plan, they will be charged for the session, and if they are engaged in coaching as a part of a set coaching package, they will lose one of their pre-paid sessions.

### **No Show Policy**

A "no-show" is when a client misses an appointment without cancelling prior to the session. A failure to arrive to the scheduled appointment within the first 15 minutes will be considered a "no-show." Any "no shows" will be considered a completed session (i.e., the coachee has forfeited the session). If the coachee is on a pay-per-session plan, they will be charged for the session, and if they are engaged in coaching as a part of a set coaching package, they will lose one of their pre-paid sessions.