

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, through full attention and full participation during scheduled coaching sessions, as well as the effort they put into achieving their development goals between coaching sessions. The Pixel Leadership Group Cancellation Policy as outlined in this document has been designed to maximize coaching outcomes while respecting the time of our 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. Coachees 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 Coachee 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.
- **Service Consistency** - We know that a successful coaching engagement is characterized by consistent meetings that build upon each other. Disrupting this consistency can reduce the momentum and effectiveness of coaching. As such, we recommend that coaching sessions occur every two (2) to four (4) weeks. We require that there is not more than a seven (7) week gap between coaching sessions. If such a gap occurs due to Coachee delays or unresponsiveness (defined as not responding to 2 or more emails from the Coach or canceling and rescheduling a sessions repeatedly), Pixel will reach out to the engagement Sponsor. Continued unresponsiveness or delays in the coaching process will lead to forfeiture of the remaining sessions and early termination of the coaching engagement.
- **Program Completion Timeline and Putting the Program "On Hold"** - In order to support the effectiveness of the program, the program should be completed within the timeline allotted within the program SOW the start of which is the date the *Coaching Kick-off Meeting* occurs or the remaining sessions will be forfeited. Coaching programs can be put "On Hold" for up to three (3) months upon request from the engagement's Sponsor or Coachee with Sponsor's approval.