



Terms and Conditions

Scheduling The client will schedule all appointments using the Acuity scheduling tool. Directions and links will be provided by Stephanie upon payment. The client must schedule appointments as per the coaching package purchased (no less than one or two weeks apart, depending). Appointments must be scheduled a minimum of 24 hours in advance.

Deadlines The client is entirely responsible for recording and meeting deadlines for written work as established at the start of the coaching process. Deadlines will be determined at the beginning of our work together. If a deadline is missed, the client will have to wait until the following deadline to submit.

Appointment Changes If the materials have been submitted by the deadline but the call needs to be rescheduled, the client must email hello@stephaniedethlefs.com as soon as possible, and Stephanie will work with the client to reschedule.

Termination Policy If the deadline for materials has not been met and a call has been cancelled or the client has requested to reschedule, it will be considered a “no show” appointment. After two “no show” appointments, the coaching package will be terminated and payments made for future months will be refunded. The payment for any month in which the “no show” appointments occurred will not be refunded. Reinstatement as a coaching client will be at Stephanie’s discretion and according to her availability.

Payment Policy The client will pay via the Moonclerk online payment tool. Directions and links will be provided by Stephanie upon signing of contract. The client can opt for an automatic payment process. The client is responsible for payments made by the predetermined due date each month.

Monthly Coaching packages Monthly coaching is to be purchased by the client in 3-month bundles unless otherwise determined at Stephanie’s discretion.

Cancellation Policy

Monthly Book Coaching package: Monthly Book Coaching packages must be cancelled seven days prior to the first call to receive full refund. If the client chooses to cancel within the first month of starting, the client will be responsible for that month but not future months. If the client chooses to cancel within the second month, they will be responsible for that month and a 30% cancellation fee will be applied to the final month.

Know Your Story Inside Out program: *Know Your Story Inside Out* program participation must be cancelled seven days prior to first call to receive full refund. If fewer than seven days, a 30% cancellation fee will be applied.





Deferment Policy Sometimes life just gets in the way, and circumstances preventing the continuation of coaching are unavoidable. If you need to defer your coaching package for a short amount of time, please contact Stephanie at hello@stephaniedethlefs.com as soon as possible for consideration and planning of an equitable solution. No guarantee is made, and if deferment requested is beyond 3 months it will revert to the cancellation policy described above.

