



## Booking Policy

Our goal is to provide quality services to all our clients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our managers, but our other clients as well. Please be aware of our policy regarding missed appointments.

### Appointment Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to our other clients. In order to be respectful of your fellow contemporaries, please log into your portal or call as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 24 hours in advance. Appointments are in high demand, and your advanced notice will allow another client access to that appointment time.

### How to Cancel Your Appointment

If you need to cancel your appointment, please log into your portal at <https://live.vcita.com/site/chismgroupllc/activity/dashboard> or call us at 1-445-213-1419 between the hours of 9AM -5 PM Monday Through Friday. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

### Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 24 hours prior to the appointed time. A no-show is when a client misses an appointment without cancelling. In either case, we will charge the client a \$50 missed appointment fee. If a fee is required.

# Cancellation Policy

## (Summit and Workshop)

Our venue whether it is in person or virtual, we reserve the right to limited seating, and many of our Summits/workshops sell out. For this reason, we request that you cancel at least 48 hours before your scheduled Summit/Workshop. This will allow us to offer your spot to another Professional. You may call us at 1-445-213-1419 between the hours of 9AM-5PM Monday Through Friday to cancel.

Please note, we do not offer refunds. However, if you give us at least 48 hours notice of your need to cancel, we will credit your payment toward another Summit/Workshop. However, if you do not cancel with at least 24 hour notice, you will lose any payments you have already made.

# Cancellation Policy

## Consulting/Coaching

Cancellations made 4 days or more in advance of the Coaching Session date will receive a 100% refund. Cancellations made within 2 days will receive a 50% refund. Cancellations made within 24 hours will not receive a refund.