

Refund and Cancellation Policy

CoachingPen Refund and Cancellation Policy

Effective Date: 1 April 2026

Last Updated: 15 April 2026

1. General Policy

This Refund and Cancellation Policy applies to CoachingPen's online courses, coaching services, packages, and related paid services.

2. Online Courses and Digital Learning Services

All purchases of CoachingPen courses, bundles, programs, workshops, and related digital learning services are final.

Because these products and services are primarily digital in nature, and access is usually granted shortly after payment, CoachingPen does not provide refunds, returns, cancellations, or exchanges for:

- change of mind;
- mistaken purchase;
- non-use;
- dissatisfaction based on personal preference; or
- failure to complete a course within the access period.

Refunds or other remedies may be considered only in limited cases, such as:

- duplicate payment for the same purchase;
- confirmed non-delivery or access failure caused by CoachingPen;
- a legal or regulatory requirement; or
- other exceptional circumstances where CoachingPen decides, at its sole discretion, that a remedy is appropriate.

Where a problem is caused by CoachingPen's own system or service failure, CoachingPen may choose to restore access, provide equivalent access, transfer enrolment, issue credit, or provide a full or partial refund where appropriate.

3. Coaching Services

Coaching appointments, sessions, and packages are reserved service times.

Unless otherwise stated in writing, the following rules apply:

- coaching fees paid for completed sessions are non-refundable;

- missed sessions or no-shows are generally non-refundable;
- requests to reschedule should be made as early as reasonably possible;
- where sufficient notice is given, CoachingPen may allow rescheduling at its discretion;
- where little or no notice is given, the session may be treated as used or forfeited; and
- prepaid coaching packages, where offered, are generally non-refundable once any session has been used, unless otherwise required by law or expressly agreed by CoachingPen.

4. Limited Exceptions

Notwithstanding the general position above, CoachingPen may consider a refund, credit, replacement session, rescheduling, or other appropriate remedy only in limited situations such as:

- duplicate payment;
- confirmed non-delivery or access failure caused by CoachingPen;
- cancellation by CoachingPen;
- a legal or regulatory requirement; or
- other exceptional circumstances where CoachingPen, at its sole discretion, considers a remedy appropriate.

5. Cancellation by CoachingPen

If CoachingPen cancels a course, live session, workshop, coaching session, or paid service before delivery for reasons within its control, CoachingPen may offer one of the following:

- transfer to a replacement service or session;
- credit toward another CoachingPen offering; or
- a full or partial refund, where appropriate.

6. No-Show and Late Arrival for Coaching

If a coaching client fails to attend a scheduled session without reasonable notice, the session may be treated as used and non-refundable.

If a coaching client arrives late, the session may still end at the scheduled time unless CoachingPen decides otherwise.

7. Technical Issues

Users are responsible for ensuring that they have suitable internet access, devices, software, and login credentials required to access the website, LMS, and online services.

A refund will not usually be given for problems arising from:

- poor internet connection;
- unsupported devices or browsers;
- local IT restrictions;
- failure to follow access instructions; or
- missed sessions caused by user-side technical issues.

Where the issue is caused by CoachingPen's own platform or service failure, CoachingPen will first seek to restore access or otherwise provide a reasonable remedy.

8. Consumer Rights

Nothing in this Policy is intended to exclude or restrict any rights or remedies that may apply under applicable law.

9. How to Request Review

If you believe your case falls within one of the limited exceptions above, please contact support@coachingpen.com and include:

- your full name;
- registered email address;
- course or service purchased;
- payment date and amount;
- payment reference, where available; and
- a brief explanation of the issue.

10. Related Documents

This Policy should be read together with our **Terms of Use**, **Privacy Notice**, service descriptions, and any specific offer terms displayed at the time of purchase or booking.