

REFUND AND CANCELLATION POLICY

www.hellobetteryou.nl

Effective date: 1st March 2023

Welcome to the Refund and Cancellation Policy for HelloBetterYou. Our aim is to provide high-quality coaching services to help clients achieve their health goals. However, we understand that unforeseeable circumstances may arise that could require cancellation of coaching sessions or a refund of payments. Please review the following policy to understand our terms and conditions regarding refunds and cancellations.

Cancellation:

Cancellation of coaching sessions is only permitted in special circumstances that the client could not foresee would happen. In such cases, clients are required to notify us as soon as possible, and we will assess the situation on a case-by-case basis. If it is deemed appropriate to cancel the coaching sessions, any payments made will be refunded based on the terms outlined below.

Refunds:

HelloBetterYou does not offer refunds unless there is a force majeure event. A force majeure event is defined as an unforeseeable circumstance or event beyond the control of the client or HelloBetterYou that makes it impossible to continue with the coaching sessions. In such cases, clients may be eligible for a refund of any unused portion of the coaching program fees, minus any payment processing fees incurred.

Payment:

Payment for coaching programs must be made at least 3 days before the first scheduled session. If payment is made monthly, payment for the upcoming month must be made before the first session of the month, at least 3 days before the actual session. If payment is made in one payment, a €70 discount will be applied to the total program amount, and the total amount must be paid at least 3 days before the first scheduled session.

By proceeding with coaching sessions with HelloBetterYou, clients agree to the terms of this Refund and Cancellation Policy.

Contact:

If you have any questions or concerns regarding our Refund and Cancellation Policy, please contact us at info@hellobetteryou.nl. We will be happy to assist you and provide further information as needed.