

## **User Agreement & Cancellation Policy**

### **Agreement**

The following outlines the agreed procedure for **MySelf Builder Digital Workshop** and related coaching, mentoring, and online programs and services. It outlines the obligations and commitments of the business, facilitator, or **Coach**, and the participant, partnering organization, or **Client**. Please review the agreement before the program or service begins.

### **What can you expect from MySelf Builder Digital Workshop?**

**MySelf Builder Digital Workshop** provides coaching and mentoring services and uses educational, media, and online resources to develop conferencing sessions, referred to as digital workshops. Coaching is a collaborative, solution focused, results-oriented and systematic process, in which the coach facilitates the self-directed learning and personal and professional growth of the client.

Throughout digital workshop sessions, **MySelf Builder** may engage in direct, personal, and often challenging conversations. The client understands that successful coaching requires an active collaborative approach between the client and coach. As **MySelf Builder** enacts the role of facilitator of change; it is the client's responsibility to enact change.

**MySelf Builder** does not provide therapy and thus does not aim to treat psychological problems. The client agrees to disclose details of past or present psychological or psychiatric treatment. If such issues become significant during the duration of the services, **MySelf Builder** may recommend referral to an appropriate and qualified specialist.

### **Delivery Sessions**

Digital workshops will be delivered using video conferencing, online communication tools, or self-paced, asynchronous sessions. Since sessions may require the use of online resources or digital tools, **MySelf Builder Digital Workshop** may use additional communication channels including email, phone, and affiliated business social media accounts. In-person sessions or presentations may be scheduled at the business site or through partnerships with organizations including schools, colleges or community resource centers. Between sessions, **MySelf Builder** providers are available at other times. You are able to contact **MySelf Builder** if advice is required, if you have a challenge, or simply can't wait to share a success or win. Please allow up to 48 hours for a response if attempting to reach a provider outside of business hours.

### **Changes**

For coaching to be successful there needs to be a certain momentum, so this agreement commits the client to the number of sessions agreed upon, over the agreed duration of the programs or services. Sessions generally last for 30 minutes – 1 hour. Occasionally, sessions



may finish in under an hour, and at others they may go over, if schedules allow. It is often not so much about how long the session is but what is achieved in that time. If you have an emergency, **MySelf Builder** will work around it. If you must cancel a session, **MySelf Builder** will work to reschedule, as long as the client provides at least 24 hours' notice. If a session is missed by a client without any notification, there is typically no credit or refund.

### **Confidentiality & Privacy**

It is recognized that the Client may have future plans, business affairs, customer lists, financial information, job information, goals, personal information, and other private information. **MySelf Builder Digital Workshop** will not at any time, either directly or indirectly, voluntarily use any information for our own benefit, or disclosure, or communicate this information to a third party. We will not voluntarily divulge the existence of coaching and mentoring services without the expressed permission of the Client. To ensure quality service or to establish a digital portfolio, follow up summary, or additional resources for the client, **MySelf Builder** may use screen recording during video conferencing and digital workshop sessions. All information about the coaching and mentoring services and any written notes will remain confidential, except where decreed by law.

### **Cancellation Policy**

Individual Coaching Series: Coaching programs require significant up-front preparation by the coach, and as a result we must, unfortunately, impose a cancellation fee of \$25.00.

Single Digital Workshop Sessions: If invoiced post session, no reimbursement is payable.

Programs of 2 – 5 sessions: Should an individual coaching series be canceled by the client, reimbursement of 50% of the program fee will occur if canceled after agreement has been signed and before Session 2, no reimbursement will occur if canceled from Session 2.

Programs of 6 sessions or greater: Should an individual coaching series be canceled by the client, reimbursement of 50% of the program fee will occur if canceled after agreement has been signed and before Session 3, no reimbursement will occur if canceled from Session 3.

As digital workshops require significant organization and upfront payments to suppliers, it is necessary to charge a penalty for cancellations by participants.

- Cancellations prior to 14 days of workshop commencement: 50% of workshop fee reimbursed
- Between 14 days and commencement of workshop: Workshop fees will not be refunded.
- If a workshop is canceled by **MySelf Builder** (e.g. due to insufficient numbers or illness), the participants will be offered a full refund or a reschedule. **MySelf Builder** will endeavor to inform participants of cancellations at least 48 hours prior to the digital workshop.

### **Shipment & Returns for Shop Items**

Merchandise and apparel purchased from **MySelf Builder Digital Workshop** are processed through a third party. To ensure quality of products before they are shipped to customers, please



allow up to 7 additional days to receive items. If you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund only. Please see below for more information on our return policy.

### *Returns*

All returns must be postmarked within fourteen (14 days) of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

### *Return Process*

To return an item, please email customer service at [myselfbuilderdigital@gmail.com](mailto:myselfbuilderdigital@gmail.com) to obtain a Return Merchandise Authorization (RMA) number and return address. After receiving the RMA, place the item securely in its original packaging and Reason for returning item, then mail your return to the address provided. Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

### *Refunds*

After receiving your return and inspecting the condition of your item, we will process your return. Please allow at least seven (7) days from the receipt of your item to process your return. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

### *Exceptions*

The following items cannot be returned:

- Drinkware

For defective or damaged products, please contact us at [myselfbuilderdigital@gmail.com](mailto:myselfbuilderdigital@gmail.com) to arrange a refund or exchange.

## **Ethical Standards & Practice**

**MySelf Builder Digital Workshop** is committed to working together to motivate, support, and inspire individuals to become the best version of themselves while promoting the values of achievement, community, growth, and learning. Through the mantra of “building ourselves, becoming our best,” **MySelf Builder** looks to establish settings where individuals can examine their moral beliefs, conduct, and develop and uphold ethical and educational standards and practices.

## **Disclaimer**

**MySelf Builder Digital Workshop**'s role is to facilitate coaching clients towards their own choices of action. Whether to make a particular choice or take a particular action is entirely the responsibility of the client. **MySelf Builder Digital Workshop** accepts no legal responsibility for the actions or outcomes of actions that the client may take as a result of its services.



**MySelf Builder Digital Workshop Contact Details**

Darron Daniels, Jr., Founder, **MySelf Builder Digital Workshop** can be contacted per the following:

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Effective: February 4, 2024