



Couch to the Summit Performance Coaching

Coaching Fees and Departure Policies

These policies are in effect from 11 November 2024

The Need for Concrete Policies: From time to time, the market rate for coaching fees increase. How do these price changes effect existing athletes? There are also questions surrounding suspensions from training, restarts, terminating the coaching, illness/injury and so on.... These are the policies to help clarify the policy surrounding these scenarios:-

Policy 1: The policy regarding fees for prospective/intake athletes is as follows:

- a) If we are still discussing whether coaching is right for you, you will be subjected to the **market rate fee at the time of your first email to me**. The market rate is listed on my website at: <http://www.couchtothesummit.com/coaching>. If the price happens to increase in between when you first enquire and when you eventually sign up, you will get the original cheaper fee (**but only for up to 6-months**). If it has been **longer than 6-months** since your first enquiry about signing up, you will be subject to the **existing market rate**.
- b) The Intake Process. To initiate the intake process, a prospective client must pay the first month's fees. The first month's fees cover both the intake **and the first 4 weeks of training**. The intake process can take up to two weeks to complete in some circumstances. For example, if an athlete signs up and pays on March 15, but the intake is not complete until April 1 (when the athlete receives their first week of training), the athlete is not required to pay the second month until May 1st.

Policy 2: The policy regarding fees for existing athletes is as follows:

- a) Fee payments: **Fees are due in advance for the month of training ahead**. Each athlete is given a payment anniversary date when they first begin. If fees are not received in time, the training will not be scheduled until the fees are paid. **Pay on time to avoid disruption**. You are responsible for paying your fees on time and there is no monthly reminder before your anniversary date, but reminders will be given if payment is late.

There are no late payment fees, but scheduling will not be provided until fees are paid, and it may take up to 48-72 hours to receive your weekly schedule update outside of the regular Sunday scheduling period once fees are paid after a missed scheduling period.

- b) Fee refunds: **No refunds under any circumstances** will be provided once fees have been paid. Credit (**See Policy 4**) for temporary absences is offered in some circumstances (**See Policy 3e**). The credit can be used to offset future fees.

Athletes are encouraged to pay "month to month" instead of by bulk. Some athletes pay in bulk either, 3, 6 or 12 months in advance, but once fees are paid these are non-refundable and only credits (**See Policy 4**) are given if you end coaching early or have an unforeseeable absence. There are no discounts provided for paying in bulk.

For example, if you pay for 12 months, and after 6 months you decide to suspend coaching, then you will not receive a refund for the remaining 6 months, you will only receive 6 months of future training

credit (**See Policy 4**) and you will also be subjected to market rate fee increases and restart fees as described under **Policy 2d iv**. If you want to avoid such a situation, please pay month to month instead of bulk fees.

- c) **Existing athletes are not subject to market rate fee increases** and continue with the **price of the market rate you had when you signed up (for life!)** but only if the athlete maintains uninterrupted payments and commitment to the coaching without suspensions and meets the conditions in **Policy 2d**. This is designed to **reward loyalty**, and in essence, as time goes by and the market rate increases, your “effective” discount continues to grow larger.
- d) If you **drop out or suspend coaching (temporarily or permanently)** you are subjected to the following policies:

- i) Scheduling will continue up until the point that your prepaid fees have covered. However, even if you are coming to the end of your prepaid block, **notice must be given in writing no sooner than (1 week) prior to departure of your intention to depart**. This is to ensure that scheduling of your next week, and future long-term planning is not provided in what will be your final paid week.

Otherwise, you will end up leaving without paying for services that were provided. Subsequently, you will be billed an additional 25% of your monthly rate even if you are reaching the end of your final prepaid block with failure to give notice. **Please give one week notice to avoid penalty.**

With notice provided - but you have more than one week prepaid remaining - any fees paid in advance will be given credit (valid for 24-months) (**See Policy 4**). Prepaid fees are non-refundable. (**See Policy 2b**). If notice was **not provided**, you will be offered credit **minus 25% of one-month of your monthly rate** to cover the week of planning and scheduling that was provided but not utilised.

- ii) If you suspend or end your coaching and decide to restart and have been with the coaching service **for less than 24 months in total months**, you will **lose your original lifetime rate and be subject to the current market rate upon restart (which may be higher)**. You will also be subject to a restart fee (**See Policy 2d iv**).

Exception: If you have a valid medical reason for the break (**a doctor's note from a licensed treating physician is required**), you may return with the original lifetime rate and avoid the restart fee.

- iii) If you suspend or end your coaching and decide to restart and have been with the coaching service **for more than 24 months in total**, you can return with your original lifetime rate, only if that rate is **not greater than 20% below** the current market rate. **Otherwise, your new rate will be the market rate with a 20% discount.** You will **NOT** be subject to a restart fee (**See Policy 2d iv**).

For example, say you're a previous client who originally had a \$150/month rate, but wants to return two years later when the market rate is now \$250/month. The athlete can return at \$250 minus 20% discount = \$200/month. This gets an athlete a returning loyalty 20% discount but not back on the original rate.

- iv) Returning athletes will be subject to a **“restart fee” of 50% of their monthly rate** (in addition to the usual monthly fees) to cover the added time required to redevelop your long-term training plan (this is provided for free the first time you sign up for coaching during the intake process). Each time you restart, the intake planning process must reoccur and the fee is to cover this extra time.

Exception: This fee is waived if you have a valid medical reason for stopping training (**a doctor's note from a licensed treating physician is required**), or **if you've accumulated more than 24 months total time with coaching previously**.

Policy 3: Miscellaneous policies:

- a) Illness policy: Athletes who are sick without a medical note, do not receive a refund or credit. Training will continue once you are well enough to proceed. Usually during minor illnesses, it is often OK to continue with light training and this can aid in a more expedient recovery. If you're facing a more serious issue, please get a **doctor's note from a licensed treating physician** to suspend training temporarily and receive credit to apply to future training (**See Policy 4**).
- b) Holiday/Work/Family absence policy: Athletes who don't require scheduling due to a holiday, work trip or family commitment, do not receive a refund or credit. An athlete may choose to voluntarily suspend coaching, but the athlete will be subject to the restart policies and fees under **Policy 2** upon returning. In most cases, training can continue in a different way when you have other things on and discussion and planning with the coach on this can keep you moving forward, and also respect the added time for the coach to manage this for you.
- c) Injury policy: Athletes who are injured, do not receive a refund or credit unless a medical note is provided. Usually when an athlete faces an injury, training pivots to rehabilitation and biomechanics protocols that may take even more of the coach's time than regular scheduling does. If the injury is serious that a long break is required, an athlete has two options:
 - i) Please get a **doctor's note from a licensed treating physician** and you can take a temporary suspension from training and restart when well again without penalty and restart fees as discussed in **Policy 2**. If this option is taken; however, there will be no guidance provided for rehabilitation unless coaching payments continue.
 - ii) Departing from coaching temporarily without a medical note and returning when better. All fees paid in advance will sit in credit (**See Policy 4**). In this situation, an athlete will be subject to the restart policies and fees listed under **Policy 2** upon returning.
- d) Credit Card Payment Policy. Fees may be made via credit card but are subject to an additional 5% processing fee per month.
- e) Foreign Currency Payment Policy. Fees may be paid in most currencies, but there may be an additional small increase to the monthly fee to cover any fees that reduce the final rate for currencies outside of Canadian or Australian dollars. This will be discussed with you on intake to the coaching service with full transparency.

Policy 4: Credits – Coaching Errors and For Fees Paid in Advance but not Utilised due to Exiting Coaching Early

- a) Fees are non-refundable once paid and turn into dollar valued credits if an athlete steps out of coaching before they have utilised the full duration covered by prepayment.

Unused Paid Credits are valid for **24 months from the first day of training suspension**. After this period of time, credits will be forfeit.

- b) Credits for Coaching Errors: Credits will be offered if there has been an error leading to you not receiving the service you have paid for. An example of this is if your scheduling is unexpectedly missed for some reason, or not provided by **midnight Sunday**. Should this commitment fail to be met, you will be offered 25% of your monthly fee refunded in credit to apply to future fees.
- c) **Credits are valued at Your Coaching Fee rate at the time of issuance**. If you have restarted coaching at a higher monthly rate due to policies under **Policy 2**, the credits will cover only the portion

of fees that they are originally valued at. For example, say you're on a \$150/month rate when you stepped out of coaching with 6 months paid in advance. You therefore have \$900 in credit ($6 \times \150). If you restart at \$200/month then you only get 4.5 months covered: $4.5 \times \$200 = \900 .