



NAS Coaching Cancellation & Refund Policy

Session Cancellations: We all know that life happens. If you need to reschedule a coaching session, we ask you to please give your coach as much notice as you are able. If you cancel a session with less than 24 hours notice, that is considered a late cancellation. In the event of a late cancellation, coaches are not required to reschedule the session, and clients will not be refunded for any sessions missed for this reason.

Coaching Refunds: We understand that your needs and circumstances might change after purchasing your coaching package, so we offer the following refund policy:

- 85% refund within 60 days of purchase if you haven't yet started your sessions
- 50% refund on any unused sessions within the first 6 months of purchase

You can contact coaching@artstrategies.org to initiate a refund within the timeframes above. Please note, after 6 months, refunds are no longer available.

For organizations: If you're purchasing coaching for individuals, we encourage you to check in with them directly prior to refund deadlines to confirm they are able to use their sessions. Where possible, NAS will try to notify your organization if you may be eligible for a refund, but due to client volume and team bandwidth we cannot guarantee our ability to do so.