

## **Satisfaction Guarantee & Cancellation Policy**

For Couples Counselling & Educational Programs  
with Tina Sirois-LeBlanc at Better Yourself 365 (BY365)

*\*In this document, the words “couple”, “couples”, or “clients” is used to mean the person(s) that purchased a program from BY365, and whom can claim reference to this Satisfaction Guarantee and Cancellation Policy.\**

### **Satisfaction Guarantee Stipulation**

BY365 offers a Satisfaction Guarantee to any couple who participates in Tina’s Couples Counselling & Educational Program (The BASIC Program only).

This means that if a couple is NOT satisfied with their results for any reason after COMPLETING the Couples Counselling & Educational Program, BY365 will refund all of the portion paid for the EDUCATIONAL PROGRAM only (\$650 Canadian Dollars).

### **Conditions to Giving a Refund**

- The couple must have attended each bi-weekly session scheduled, AND prove that they completed all tasks assigned after each bi-weekly couples counselling sessions.

\*All tasks assigned are clearly indicated on the BY365 Course Portal when a couple registers to one of the Couples Counselling & Educational Program and re-explained by Tina at the end of each session.

\*If couples are having difficulty accessing the documents and videos to complete their assignments it is their responsibility to communicate this to BY365 so we can rectify any problems.

- Other types of refunds can be provided based on our cancellation policy described in the next section.

## Cancelation Policy

BY365 has a cancelation policy for any couple who has registered to one of Tina's Couples Counselling & Educational Program (The BASIC Program or the Advanced Program).

### **If canceling PRIOR to the start of the Counselling Process:**

This policy requires registered couples who made a block payment to hold their spot for services, to give Tina Sirois-LeBlanc, at BY365, a minimum of 2 weeks-notice **IN WRITING** (prior to their first scheduled appointment) if they decide to not participate in her Couples Counselling & Educational Program.

Once this notice of cancelation is provided to Tina in writing at least 2 weeks before the first scheduled appointment, BY365 will give a refund to the couple for the full amount of their registration fees already paid.

No questions will be asked to justify this cancelation.

However, if the cancelation is provided with **LESS THAN 2 weeks'** notice before the first scheduled appointment, BY365 will still give a refund to the couple for the full amount of their registration fees paid **MINUS an *administration fee of \$600 Canadian Dollars (for the BASIC program) or \$400 Canadian Dollars (for the Advanced Program)***.

### **Conditions to Giving a Refund**

- For a FULL refund, clients must have sent the cancelation notice in writing by email at least 2-weeks prior to their first scheduled appointment date.
- Clients have received a confirmation email from BY365 acknowledging reception of their cancelation notice - otherwise it could mean that BY365 did not receive the email and the refund may not automatically be granted without the admin fee charged.  
\*BY365 recommends a follow-up phone call after sending the notice in writing to avoid any problems with cancelation refunds. Call (506) 476-1993.
- BY365 holds records of client payments which will determine the amount to be refunded. On an occasion where clients dispute this amount, they are solely responsible to show their receipt for proof of the pre-paid amount.

### **If cancelling contract AFTER the Counselling Process has started:**

Couples Counselling services at BY365 require couples to pre-pay for 10 sessions in "Block installment" (Paying in full at the beginning of the process, or in a 2-4 payment plan spread throughout the process) and commit to scheduling these sessions within a 5-month timeframe.

The purpose of this 10 sessions contract, timeframe and pre-payment is to give couples accountability to commit to working on their relationship, AND for Tina to commit to reserving a seat in her schedule to give full attention to that client on a bi-weekly basis and offer quality service. Stopping before the end of these 10 sessions is a breach of that contract and that commitment, but we know that life happens and sometimes unforeseeable emergencies can prevent clients from continuing a counselling process.

Ethically, even with a signed contract, a therapist cannot force someone to stay in a counselling process if it doesn't meet their needs anymore, nor can they charge someone for a service they did not end up using.

In these unforeseeable situations, my hope is that we can come up with an alternative that meets both of our needs since I won't be able to fill that spot in my schedule for the rest of that contract timeline.

**Conditions to get a refund for unused sessions of the contract:**

- A discussion of the situation that requires a termination of contract has taken place between all parties involved, and possible solutions discussed.
- In case of a medical or other unforeseeable emergency that prevented the clients to continue with their contract, arrangements to continue the unused sessions at a later date will be considered as a preference to a refund.
- In case of a rupture in the working alliance between the client(s) and the therapist, all efforts will be made to mend that relationship in an effort to continue supporting the couple in their goal as a preference to automatically wanting to stop and get a refund.
- In case of a couple 'breaking-up' during our work together, options of ongoing support will be considered as a preference to a refund for the unused sessions. On-going support that I can provide to the couple is separation counselling to help with the communication and processing of the grief in that process. Or, an alternative could be to use the rest of the pre-paid sessions in the contract for individual therapy with one partner (or both in unique situations).

In the rare occasion where none of these alternatives are suitable for the couple, a full refund for the unused sessions that were pre-paid will be granted within 7 work days of the agreed upon decision.