

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 one of Tina’s Couples Counselling & Educational Program (10 sessions/5-month or 20 sessions/10-month program).

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.

- For the 10 Sessions/5-month Couples Counselling & Educational Program, BY365 will refund \$750 Canadian Dollars.
- For the 20 sessions/10-month Couples Counselling & Educational Program, BY365 will refund \$1500 Canadian Dollars (*unless the couples stops after 5-months into the program, but before the end of their 10-month program, then a maximum of \$750 Canadian Dollars will be refunded).

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.



Cancelation Policy

BY365 has a cancelation policy for any couple who has registered to one of Tina's Couples Counselling & Educational Program (10 sessions/5-month or 20 sessions/10-month program).

This policy requires registered couples 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 paid *MINUS an administration cost of \$100 Canadian Dollars (for the 10 sessions/5 month program), or \$150 Canadian Dollars (for the 20 sessions/10 month program)*. No questions will be asked to justify this cancelation.

Conditions to Giving a 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.
**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.
- In case of a medical or other unforeseeable emergency that prevented the clients from giving a 2-week notice of cancelation, a refund will be considered on a case-by-case basis **WITH** documented proof. It would need to be clear that the couple is indeed incapable, under any circumstances, of engaging in the Couples Counselling & Educational Program.
- A couple 'breaking-up' within the two weeks prior to their first scheduled appointment, does **NOT** constitute a justifiable reason for a refund. The purpose of signing the initial contract is to give couples accountability to commit to working on their relationship **AND** for Tina to commit to reserving a seat in the Program to help them. Quitting before beginning the Program for this reason is a breach of that contract and that commitment.

**Certain exceptions to this rule may apply if danger is present for one of the partners.*