ASCENCIA SERVICES INC.

Refund & Cancellation Policy

This Policy explains how refunds, cancellations, and rescheduling work across Ascencia's services. It is intentionally different for 1:1 coaching engagements than for ticketed group events, since events carry fixed costs (venue, speaker fees, materials) that a single missed call does not. This Policy is incorporated by reference into our Terms & Conditions.

1. Overview

	1:1 Consultations & Coaching Engagements	Ticketed Events & Workshops
Reschedule window	Free reschedule with at least 24 hours' notice before your scheduled call.	Free transfer to another person with at least 48 hours' notice before the event.
Cancellation by you	Full refund of any fee paid for a call not yet delivered, if the engagement has not otherwise begun.	Full refund up to 7 days before the event; 50% refund from 7 days to 48 hours before; no refund inside 48 hours.
Late cancellation / no-show	Cancellations with less than 24 hours' notice, or a missed call, may be charged in full at Ascencia's discretion.	Tickets are non-refundable inside 48 hours of the event and for no-shows.
Cancellation by Ascencia	Full refund or free reschedule, your choice, if Ascencia cancels or is unable to deliver the call.	Full refund or transfer to a future event, your choice, if Ascencia cancels or postpones the event.

2. 1:1 Consultations and Coaching Engagements

Because there is no self-serve checkout for coaching services, pricing is confirmed with your guide only after your intake call. Once you accept a service confirmation and make payment, the terms below apply.

- You may reschedule a confirmed call at no charge with at least 24 hours' notice.
- If you cancel before the engagement has begun, you are entitled to a full refund of any amount paid for services not yet delivered.
- For ongoing, multi-session engagements, any unused, unscheduled sessions may be refunded on a pro-rated basis at Ascencia's discretion; sessions already delivered are non-refundable.
- Cancelling with less than 24 hours' notice, or failing to attend a scheduled call, may result in that session being charged in full, since your guide's time was reserved for you.
- If Ascencia needs to cancel or is unable to deliver a scheduled call, you will be offered a free reschedule or a full refund for that session, your choice.

3. Ticketed Events and Workshops

Workshops and live events, whether in person or virtual, are purchased directly as tickets and do not require intake or triage. Because Ascencia commits to venue, speaker, and materials costs in advance, this policy is shorter and less flexible than the 1:1 policy above.

- Tickets may be transferred to another person free of charge up to 48 hours before the event; contact info@ascenciaservices.com with the new attendee's details.
- Cancellations made 7 or more days before the event receive a full refund.
- Cancellations made between 7 days and 48 hours before the event receive a 50% refund.
- Cancellations made inside 48 hours of the event, and no-shows, are not eligible for a refund.
- If Ascencia cancels or postpones an event, including where a guest speaker is substituted or unable to attend, registered attendees will be offered a full refund or a transfer to a future date or event, their choice.

4. Sponsorships and Donations

One-time and recurring sponsorships and donations are non-refundable, except where required by law or separately agreed in writing, since these funds may already be committed to subsidizing a specific seat or program. Recurring donors may cancel future, not-yet-charged installments at any time by contacting info@ascenciaservices.com.

5. How Refunds Are Issued

- Approved refunds are issued to the original payment method within 5 to 10 business days.
- Currency conversion or bank fees charged by your card issuer or bank are not refundable by Ascencia.
- If a payment was made by a corporate or partner account, refunds are issued to that same account.

6. Exceptional Circumstances

Ascencia may, at its sole discretion, make exceptions to the windows above for documented emergencies, including medical emergencies or the kinds of life disruptions Ascencia's services exist to support. Requests should be sent to info@ascenciaservices.com with relevant details; approval is not guaranteed and is evaluated case by case.

7. How to Request a Refund, Reschedule, or Transfer

Contact info@ascenciaservices.com with your name, the service or event in question, and what you are requesting. For 1:1 engagements, your guide can also help directly. For event transfers, include the new attendee's name and email.

8. Changes to This Policy

We may update this Policy from time to time. The "Last updated" date will reflect the most recent version. Changes apply to purchases made after the update; a purchase already made is governed by the policy in effect at the time of that purchase.

9. Contact

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