EMPOWERED
COACHING & CONSULTANCY

Refund and cancellation policy

Last updated: 22 October 2026

We want you to feel safe buying from us and working with us. This policy explains when cancellations and refunds apply.

Discovery calls

Your first discovery call is free and is never charged.

Your right to cancel sessions you've booked

If you book counselling or coaching by email, phone or online, you have 14 days from the day you agree to work with us to change your mind, for any reason.

If you'd like your sessions to start within those 14 days, we'll ask you to confirm that. If you then cancel within the 14 days, we'll refund what you've paid, minus the cost of any sessions you've already had.

Once all the sessions you've paid for have taken place, this right to cancel ends.

Cancelling or moving a single session

- Give at least 48 hours' notice to cancel or move a session, and you won't be charged.
- Sessions cancelled with less than 48 hours' notice, or missed, are normally charged in full.
- If something unexpected happens, such as illness or an emergency, please tell us. Emma may waive the charge.

Session blocks

Blocks must be used within the time stated when you book. We'll extend this if we cancel a session, or if you're unwell and let us know.

If you decide to stop before the end of your block, we'll refund your unused sessions. Sessions you've already had are charged at our standard single-session rate, and the rest is refunded within 14 days.

If we end your sessions, for example because you need a different kind of support, we'll refund all unused sessions in full.

We'll remind you one month before your block expires. Sessions not used by the expiry date can't be refunded.

If we cancel

If Emma needs to cancel a session, she'll offer you a free rescheduled session or a full refund for that session, whichever you prefer.

Funded sessions

If your sessions are paid for by your employer, Access to Work, an insurer or an employee assistance programme, cancellations and refunds follow the agreement with that funder. We'll explain this before your sessions start.

Workplace training

Cancellation terms for workplace training and consultancy are set out in your proposal and our Terms of engagement.

Workbooks

Workbooks are sold through our shop at shop.empowered-coaching.today. Because downloads are made available straight away, your 14-day right to cancel ends once your download is available, as long as you agreed to this at checkout.

If a workbook is faulty, won't open, is incomplete or isn't as described, we'll fix or replace it, or refund you. Full details are in the shop's Terms of sale and Refund and cancellation policy.

How refunds are paid

Refunds go back to the payment method you used, within 14 days of us agreeing the refund. Your bank may take a few more days to show it.

How to cancel or ask for a refund

Email contact@empowered-coaching.today with your name, your booking date or order number, and a short explanation. We aim to reply within 3 working days.

Your statutory rights under UK consumer law always apply. Nothing in this policy affects them.