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Cancellation Policy

As for cancellation or rescheduling, we have a fairly standard practice. Once we firmly schedule a time (reserve schedule slot, establish a SOW, receive a Purchase Order), then we consider that time the clients'. So, we will start turning away conflicting work. Clients can cancel or reschedule as late as they want. However, if we can't re-book the time, then the client can be held responsible for the revenue opportunity associated with the event. This includes classes or coaching engagements. So, it behooves the client to give us as early a heads-up as possible on changes to plans and we will make all efforts to accommodate them.

We try to re-book aggressively, but when we can't, we do pass those costs over to the client. Usually we've turned away multiple opportunities along the way, so we feel this is inherently fair. Even if we rebook the time, any travel expenses that can't be directly cleared will also be the responsibility of the client. For example, airfare, even if the argument is that we can "reuse" a part of the cancelled flight costs, rarely do we do that.

From our perspective, the flight/travel costs are usually a relatively small part of the overall engagement. AND if the client feels things are "slippery" we can always purchase refundable or re-schedulable tickets.

A word of advice is that, if you think your engagement is subject to schedule variability, then communicate that with us during the quoting process or as soon as possible.