

Confidentiality Notices & Policies

Confidentiality Notice: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited. Confidentiality is *not* guaranteed with email communication to and from XO Marriage.

Marriage Coaching Notification: XO Marriage's ministerial marriage mediators are *not* licensed professional counselors, and XO Marriage's ministerial marriage mediators provide only "ministerial" or "pastoral" marriage coaching services. Neither the XO Marriage ministerial marriage mediators nor the ministerial marriage coaching received from XO Marriage represent licensed professional counseling from licensed professional counselors as defined in the Texas Licensed Professional Counselor Act.

Cancellation Policy: Once a service appointment is booked and confirmed, it becomes non-refundable. In the event a conflict arises, the appointment may be rescheduled to another date within a 6 month period from the initial mediation appointment. If a rescheduled date is not confirmed within the 6 month period, it will be forfeited and the client will be required to pay for a new session.

No Show Policy: A service appointment will be deemed a "no show" if the client(s) do not inform the mediator that they are unable to attend and/or does not show for their scheduled appointment. In the event this occurs, client(s) will have forfeited their scheduled appointment time.

Training Purposes: To continue to make our services an excellent experience for our clients, an XO Marriage Trainer may attend your session. This allows us to continue to develop best practices for our mediators. In the event that this occurs, your mediator(s) will communicate this prior to your session.

Mediation Cancellation Policy: A client(s) who cancels their mediation within 48 hours of their date will not receive a refund. They will have 30 days to reschedule their mediation within a 6 month period from their initial mediation date.

If the client(s) reschedules 30 days after their initial mediation date, they will need to pay an additional rebooking fee of \$400. If a Client(s) cancels their mediation before 48 hours, the client will receive a full refund minus the transaction fee. You may expect to receive your refund within 5-10 business days.

Coaching on Call Cancellation Policy: A client(s) who cancels their Coaching on Call session within 24 hours of their date will not receive a refund. They will have 30 days to do a one-time rescheduling of their session within a 2 month period from their initial Coaching on Call session date.

If the client(s) schedules 30 days after their initial date, they will need to pay for a new session. If a Client(s) cancels their call before 24 hours, the client will receive a full refund minus the transaction fee. You may expect to receive your refund within 5-10 business days.