

Terms and Conditions for Trimtab

Welcome to Trimtab. Our goal is to provide transformative experiences in individual and organizational growth through APEST learning and practice. This policy outlines our refund terms for our Challenges, Courses, Coaching, Consulting, and Co-Lab services.

CHALLENGES

Cancellation and Refund Policy

Eligibility for Refund:

Participants are eligible for a full refund if they cancel their enrollment at least 5 days before the start date of the Online APEST Challenge.

Late Cancellation:

If a cancellation is made less than 5 days but more than 48 hours before the start date, participants are eligible for a 50% refund. This allows us to manage resources and availability for other interested participants effectively.

No Refunds for Late Cancellation or Non-Attendance:

We are unable to offer refunds for cancellations made within 48 hours of the start date or for non-attendance, as this late stage makes it challenging to allocate the spot to someone else.

Missed Sessions

No Refunds for Missed Sessions:

As this is a live, interactive experience, we cannot offer refunds for missed sessions. However, we may provide access to session recordings, subject to availability.

Changes or Cancellation by Trimtab

Rescheduling by Participant:

Should you need to reschedule your participation to a later APEST Challenge, please contact us at least 48 hours before the start date, and we will endeavor to accommodate your request based on availability.

Challenge Cancellation by Trimtab:

In the unlikely event that the APEST Challenge is canceled by us, participants will be offered the option of a full refund or transfer to a subsequent challenge.

COURSES

Pre-Recorded Asynchronous Online

Eligibility for Refund:

Participants are eligible for a full refund if they request it within 14 days of purchasing the course, provided they have completed less than 25% of the course content. This policy is in place to balance our commitment to quality education and the protection of our intellectual property.

Requesting a Refund:

To request a refund, participants must email support@trimtab.guide with their purchase details. Refunds will be processed within 7-10 business days.

Non-Refundable Circumstances:

No refunds will be issued for requests made after 14 days of purchase or if more than 25% of the course content has been completed.

Live Synchronous Online Courses

Cancellation and Refunds:

Participants who wish to cancel their enrollment in a synchronous course must do so at least 7 days before the course start date to receive a full refund. Cancellations made within 7 days of the course start date are eligible for a 50% refund.

Missed Sessions:

Refunds are not available for missed sessions within a course. However, we may offer access to recorded sessions when available.

Course Cancellation by Trimtab:

In the rare event of a course cancellation by trimtab.guide, participants will receive a full refund or the option to transfer to another course of equal value.

COACHING

Cancellation and Refund Policy:

Participants may cancel their enrollment and receive a full refund if the cancellation is made at least 14 days prior to the start of the coaching group sessions. Cancellations made less than 14 days before the start date are eligible for a 50% refund.

Missed Sessions:

Refunds are not provided for missed sessions. However, whenever feasible, we will attempt to provide access to session recordings or supplementary materials.

Group Cancellation by Trimtab:

In the unlikely event that a coaching group is canceled by us, participants will be notified immediately and offered a full refund or the option to transfer to a similar upcoming group.

CONSULTING

Craft Consulting

Refund Eligibility

Full Refunds

Clients are eligible for a full refund of payments made if they decide to cancel the service within 14 days of the initial payment and before any consulting sessions have taken place.

Partial Refunds

After the initial 14-day period, clients are eligible for a pro-rata refund in the event of cancellation. This refund will be calculated based on the number of sessions remaining in the 22-session package.

Cancellation Process

To cancel the service and request a refund, clients must notify us via email at support@trimtab.guide. The email must include the reason for cancellation and any feedback.

No Refunds Under Certain Conditions

Completion of More Than Half of the Sessions:

No refunds will be provided if the client has completed more than half of the consulting sessions (i.e., 12 or more sessions).

Non-Attendance:

If a client fails to attend a scheduled session without prior notification (at least 48 hours in advance), that session will be counted as completed and will not be eligible for a refund.

Rescheduling and Missed Sessions

Rescheduling Policy:

We understand that schedules can change. Clients may reschedule a session with at least 48 hours' notice. Missed sessions without such notice will be counted as completed.

Rescheduling by Participant:

Should you need to reschedule your participation in one of the consulting sessions to a later time, please contact us at least 48 hours before the scheduled session, and we will endeavor to accommodate your request based on availability.

Rescheduling by Trimtab:

In the unlikely event that Trimtab needs to reschedule a 1 on 1 consulting session, Trimtab will attempt to notify participants at least 48 hours in advance. If no amenable times for rescheduling are available, the participant can request a refund for that particular session, or extend the duration of the consulting schedule by one session to compensate for the missed session.

Synergy Consulting

Refund Eligibility

Full Refunds

Clients are eligible for a full refund of payments made for services if they decide to cancel the service within 14 days of the initial payment made and before any consulting sessions have taken place.

Cancellation Process

To cancel the service and request a refund, clients must notify us via email at support@trimtab.guide. The email must include the reason for cancellation and any feedback.

No Refunds Under Certain Conditions

Completion of More Than Half of the Sessions:

No refunds will be provided if the client has completed more than half of the consulting session or service (i.e., workshop, strategy lab, strategic conversation etc.).

Non-Attendance:

If a client fails to attend a scheduled session without prior notification (at least 48 hours in advance), that session will be counted as completed and will not be eligible for a refund.

Rescheduling and Missed Sessions

Rescheduling Policy:

We understand that schedules can change. Clients may reschedule a session with at least 48 hours' notice. Missed sessions without such notice will be counted as completed.

Rescheduling

Rescheduling by Participant:

Should you need to reschedule your participation in one of the consulting sessions to a later time, please contact us at least 48 hours before the scheduled session, and we will endeavor to accommodate your request based on availability.

Rescheduling by Trimtab:

In the unlikely event that Trimtab needs to reschedule a consulting session, Trimtab will attempt to notify participants at least 48 hours in advance. If no amenable times for rescheduling are available, the participant can request a refund for that particular session, or reschedule the consulting session to compensate for the missed session.

Consulting Cancellation by Trimtab:

In the unlikely event that Trimtab needs to cancel consulting services, participants will be offered a pro-rata refund based on the number of remaining sessions that have yet to be offered.

Co-Labs

Refund Eligibility

Refunds

Clients are eligible for a pro-rata refund if they decide to cancel the service at any time.

Cancellation Process

To cancel the service and request a refund, clients must notify us via email at support@trimtab.guide. The email must include the reason for cancellation and any feedback.

No Refunds Under Certain Conditions

Non-Attendance:

If a client fails to attend a scheduled session, that session will be counted as completed and will not be eligible for a refund.

Rescheduling

Rescheduling by Trimtab:

In the unlikely event that Trimtab needs to reschedule a Co-Lab session, Trimtab will attempt to notify participants at least 48 hours in advance. If no amenable times for rescheduling are available, the participant can request a refund for that particular session, or extend the duration of the consulting schedule by one session to compensate for the missed session.

Consulting Cancellation by Trimtab:

In the unlikely event that Trimtab needs to cancel consulting services, participants will be offered a pro-rata refund based on the number of remaining sessions that have yet to be offered.

General Terms

Processing Refunds:

All refunds will be credited to the original payment method. The processing time may vary depending on your payment provider.

Changes to Refund Policy:

Trimtab reserves the right to modify this refund policy at any time. Any changes will be effective immediately upon posting on our website. However, participants will be notified of such changes if it is deemed they would be immediately affected by such changes.

Contact Information:

For any questions or concerns regarding our refund policy, please contact us at support@trimtab.guide

Thank you for choosing Trimtab on your journey in APEST learning and practice. We are committed to providing you with a meaningful and impactful learning experience.

Use of Trimtab Content

Intellectual Property Agreement

As we embark on this journey of growth and learning together, we kindly ask you to observe the following guidelines regarding our intellectual property:

Sharing of Content

Encouraged Sharing:

We at Trimtab believe in the power of spreading knowledge. You are encouraged to share the insights and learnings from our materials with your circles, personal and professional alike.

Limitations on Sharing:

While we advocate for sharing, it's important to do so in a way that honors the intellectual property rights of Trimtab. Our content is intended for your direct personal and professional development, and not for commercial use or monetary gain.

Prohibition of Commercial Use

No Charging for Access:

You are not authorized to charge others for access to the content and materials provided by Trimtab. These resources are for your benefit and are not meant for resale or commercial distribution.

Restricted Use in Coaching, Consulting, Training, and Speaking:

Utilizing Trimtab's content in your own coaching, consulting, course materials, training materials, or speaking or writing, is prohibited without express written permission from us. Our content is crafted with care, and we aim to maintain its integrity and intended use.

Licensing Agreement for Professional Use

Opportunity for Licensing:

If you are interested in using Trimtab's content in your coaching, courses, training, speaking, or writing, we are open to discussing a licensing agreement. This agreement would allow you to use our materials professionally while respecting and supporting the intellectual property of Trimtab.

Requesting Permission:

To explore this opportunity, please contact us directly at support@trimtab.guide. We are excited about potential collaborations and are keen to understand how our materials can be utilized for broader impact.

Intellectual Property Rights

Ownership and Rights:

All content provided by Trimtab, including but not limited to course materials, coaching guides, and consulting frameworks, remains the property of Trimtab and is protected under intellectual property laws.

Agreement to Terms

Acceptance of Terms:

By participating in our Challenges, Courses, Coaching, Consulting, and Co-Lab services, you agree to respect and adhere to these terms and conditions regarding the intellectual property of Trimtab.

We appreciate your understanding and cooperation in honoring these guidelines. Our mission is to create a community where knowledge is shared responsibly and beneficially. If you have any questions or need further clarification on these terms, please feel free to contact us at support@trimtab.guide

Let's continue our journey of learning and growth, respecting the value and potential of the knowledge and resources shared at Trimtab.