

Refund Policy:

Last Updated 9/14/2026

To cancel or reschedule please reach out at least 24 hours prior to your scheduled session time. However, life happens! Individual sessions may be cancelled or rescheduled up to 1 hour prior to your session time at no cost. Sessions cancelled or rescheduled within 1 hour or after the session start time will still be billed for the cost of the session. No shows will be billed for the cost of the session.

All session bundle plans are charged on a monthly basis. You may cancel at any time. If you cancel within 72 hours of your plan renewing, you may request a refund for that month's charge. If any services are used during those 72 hours, the cost of service will be deducted from your refund. If you cancel after 72 hours, a refund will not be issued. If you are unable to access a service or program included with your plan, please reach out immediately.

Sessions are still subject to availability. To increase chances of reserving all your desired sessions, it is recommended you book ahead. To get set up with reserved times for reoccurring sessions or inquire about times not listed on the booking calendar, please contact me.

Coaching and tutoring are NOT therapy nor a medical practice. Coaching aims to support routines, learning systems, and academics. Therapy is aimed towards supporting emotional and mental challenges. I can not assess, diagnose, or treat any medical conditions including but not limited to psychiatric conditions or neurodevelopmental conditions. If you have an emotional or behavioral concern, it is recommended you speak with your health care provider.

For questions regarding this policy, please contact grace@lorntzenlearning.com