BA Growth Coaching — Booking & Cancellation Policy

Version: 1.4

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BA Growth Coaching is operated by **Oleksandr Solunskyi, sole trader**, trading as **BA Growth Coaching**.

Contact: **o.solunskyi@gmail.com**
Geographical business address: **21 Crummell Drive, Cambourne, CB23 6NT, United Kingdom**

Postal cancellation and complaints: the same geographical business address above.

This policy applies to one-to-one BA Growth Coaching services booked online by consumers.

Statutory rights are unaffected.

1. Services and prices

Free Intro Call — 20 minutes, online via Google Meet. No charge.

Normally one free introductory call per prospective student. Additional calls may be agreed by BA Growth Coaching.

BA Growth Session — 60 minutes, online via Google Meet.

A one-time practical Business Analyst coaching session for returning students. There is no subscription or automatic renewal, and no guaranteed employment, qualification or other professional outcome.

The UK paid session costs **£60 GBP, including any applicable taxes**. For other regions, the applicable total price and currency are shown on the relevant booking page before payment. BA Growth Coaching adds no separate coaching booking charge. Accepted payment methods are shown at checkout.

If the website identifies the wrong region, please email us before paying.

2. When a paid booking becomes confirmed

Before paying, check the session, date, time zone, personal details, applicable total price and currency, and the booking policies. The booking flow lets you select a time, review details and acknowledgements, and pay securely through Stripe. The final payment action makes clear that payment is required.

Your paid booking is confirmed when **Calendly confirms your session following successful Stripe payment**. The coaching contract is formed at that point. A payment receipt or calendar invitation on its own may not establish that both steps were completed.

If you were charged but do not have a confirmed booking, **do not pay again**. Email us and we will check the booking and payment records promptly. Your statutory rights remain unaffected.

3. Your statutory cancellation rights

For a consumer service contract made online, the normal statutory cancellation period is **14 days from the day after the contract is entered into**.

You may cancel during that period without giving a reason, subject to the rules below where you expressly ask for the service to begin during the cancellation period.

The normal period ends at the end of the fourteenth day after the contract date; the confirmation identifies the date and deadline. Missing required cancellation information can extend that period. Sending a clear cancellation statement before the deadline is sufficient.

Your statutory rights take priority over the commercial cancellation/rescheduling terms in section 5.

4. Sessions during the statutory cancellation period

If your coaching session is scheduled to start before the end of the statutory cancellation period, BA Growth Coaching will ask for a separate express request/acknowledgement before proceeding:

> If my coaching session is scheduled to start before the end of my statutory cancellation period (normally 14 days after booking), I expressly request that the service begins during that period. I understand that if I cancel after the service has begun, I may have to pay a proportionate amount for the service already provided, and that once the session has been fully completed I will lose my statutory right to cancel.

If you cancel after performance has started following your express request, you may be required to pay a proportionate amount for the service already supplied up to cancellation.

Once the service has been fully performed after the required request and acknowledgement, the statutory right to cancel that service can end.

If you do not want the service to begin during the cancellation period, contact BA Growth Coaching to arrange a date after that period rather than accepting the early-performance acknowledgement.

This is not a waiver on payment or reservation. No early-supply charge is due if the statutory conditions for that charge are absent. A reschedule does not by itself restart the original period; moving a session into it requires checking the request before performance.

5. Commercial cancellation and rescheduling

Outside or in addition to your statutory rights:

- you may cancel or reschedule without a coaching cancellation charge if you give at least **6 hours' notice** before the scheduled start;
- cancellation before service starts with that notice gives a refund of the session payment; rescheduling moves the payment to the agreed replacement session;
- for cancellation/rescheduling with less than 6 hours' notice, or non-attendance, BA Growth Coaching may retain or charge only an amount that reasonably reflects the direct loss caused by the cancellation;
- any amount retained may be up to the session fee where the reserved time cannot reasonably be rebooked, but avoided costs and any replacement booking must be taken into account;
- there is no automatic rule that every late cancellation or no-show loses the full fee.

These commercial terms do not reduce any statutory cancellation or refund right you have. Any retention/charge wording concerns paid sessions; an unpaid Free Intro Call has no coaching fee or cancellation charge.

6. If BA Growth Coaching cancels your session

If BA Growth Coaching cancels a paid session, you can choose a reasonable reschedule or a refund of the session fee. This does not affect your statutory rights.

For complaints, email **o.solunskyi@gmail.com** with your booking details and requested resolution.

7. Late arrival

If you arrive late, BA Growth Coaching will try to use the remaining booked time, but extending the session beyond the scheduled end time cannot be guaranteed.

8. How to cancel

To cancel, simply email o.solunskyi@gmail.com with a clear statement that you wish to cancel your booking. You do not need to use the form below.

You can also use the cancellation or rescheduling link supplied by Calendly, where available. You may write to the geographical business address above. An unavailable Calendly link does not affect your right to cancel by email or post.

Model cancellation form (optional for customers)

This form is provided as required by UK consumer-contract rules. **You do not need to complete it to cancel**; an email giving clear notice is sufficient.

To: **Oleksandr Solunskyi, trading as BA Growth Coaching**
Address: **21 Crummell Drive, Cambourne, CB23 6NT, United Kingdom**
Email: **o.solunskyi@gmail.com**

I hereby give notice that I cancel my contract for the supply of the following service:
Service: _____
Ordered on: _____
Name of consumer: _____
Address of consumer: _____
Signature (only if sent on paper): _____
Date: _____

9. Refunds

For a statutory cancellation of this service, any reimbursement due will be made without undue delay and no later than the end of 14 days after the day BA Growth Coaching is informed of your decision. Any lawful proportionate early-performance amount is assessed under section 4. Reimbursement uses the same payment method unless you expressly agree otherwise, and BA Growth Coaching charges no refund fee.

Operationally, refunds will be handled through the payment provider used for the booking. Calendly cancellation does not itself guarantee that a Stripe refund has been processed, so the booking and payment records may need to be checked separately. Bank/card-network posting time after Stripe initiates a refund may be outside BA Growth Coaching's control.

A pending reconciliation does not postpone the applicable statutory reimbursement deadline. Payment-provider costs are not automatically deducted from a statutory refund.

10. Confidentiality and session content

Please anonymise confidential information about employers, clients, colleagues and projects. BA Growth Coaching is practical coaching, not legal, financial, medical or regulated professional advice.

Sessions are not to be recorded by either party without mutual agreement.

Recording, transcription or AI meeting notes may be used only by express mutual agreement for that meeting and with the relevant privacy information provided.

11. Contract information and confirmation

Before payment, you can review the service, total price/currency, trader identity/contact/geographical address, cancellation information and applicable policies. Required trader information is available in this document and must be readily accessible before payment.

After the contract is made, BA Growth Coaching will provide contractual confirmation you can save, within a reasonable time and before the service begins. Calendly provides the appointment confirmation and Stripe provides the successful-payment receipt. If required fixed contractual information is missing, BA Growth Coaching supplies it separately by email with the applicable fixed document. The payment receipt confirms payment; it does not replace the coaching contract information.

The Booking & Cancellation PDF contains the service terms, required trader details, cancellation rights and optional model form. The Privacy Policy is separate. Keep the applicable fixed copies and confirmation; later website edits do not replace the agreed terms. You can review the applicable information in the booking journey before payment.