



SYNERGY CENTER

For the Neuroscience of
Coaching & Leadership

Terms and Conditions

Synergy Center for the Neuroscience of Coaching & Leadership

Effective Date: May 9, 2026

Website: synergycentercoaching.com

Contact: csadira@synergycentercoaching.com

ENROLLMENT AGREEMENT & CHECKOUT NOTICE

By completing your purchase, you confirm that you have read, understood, and agreed to the Terms and Conditions set forth on this page, including the Enrollment Agreement, Payment Policy, Refund and Cancellation Policy, Attendance Requirements, and all other provisions below. **Purchase cannot be completed without acceptance of these terms.** If you do not agree to these terms, do not proceed with enrollment.

1. About These Terms

These Terms and Conditions ("Terms") constitute a legally binding agreement between you ("Participant," "you," or "your") and Synergy Center for the Neuroscience of Coaching & Leadership ("Synergy Center," "we," "us," or "our") governing your enrollment in and participation in any coach training program, course, mentoring service, or related offering ("Program") made available through synergycentercoaching.com.

By completing checkout and submitting payment for any Program, you acknowledge that you have read and understood these Terms in their entirety and agree to be bound by them. These Terms apply to all Programs offered by Synergy Center, including but not limited to:

- Certified Leadership Coach Training Program & Business Launch Incubator
- Certified Transformational Coach Training
- ICF Mentoring | Required for ICF Certification
- Any other programs, cohorts, retreats, or services offered by Synergy Center

Synergy Center reserves the right to update these Terms at any time. Updates will be posted on this page with a revised effective date. Continued participation following any update constitutes acceptance of the revised Terms.

2. Enrollment Agreement

2.1 Agreement to Enroll

By completing your purchase, you enter into a binding enrollment agreement with Synergy Center for the specific Program indicated at checkout. Your enrollment is confirmed upon receipt of full payment or the first installment of an approved payment plan, and upon your acceptance of these Terms.

2.2 Enrollment Confirmation

A confirmation of enrollment will be sent to the email address provided at checkout. It is your responsibility to provide an accurate email address and to notify Synergy Center promptly of any changes to your contact information.

2.3 Cohort Assignment

Enrollment is specific to the cohort, start date, and program format selected at checkout. Synergy Center does not guarantee placement in alternative cohorts, future sessions, or alternative program formats. Transfers between cohorts are not permitted except as expressly stated in Section 8.

2.4 Eligibility

Enrollment in Synergy Center programs is open to adults aged 18 and older. Synergy Center reserves the right to decline enrollment to any individual whose participation would, in Synergy Center's sole judgment, be inconsistent with the values, safety, or integrity of the learning community.

3. Payment and Fees

3.1 Tuition

Program tuition and applicable fees are published on the program enrollment page at the time of purchase. Prices displayed at checkout are final for the enrolled cohort. Tuition adjustments or promotional pricing apply only to future cohorts unless expressly stated.

3.2 Payment Plans

Where payment plans are offered, Participants agree to complete all scheduled installment payments in full. Failure to maintain timely payment obligations may result in suspension of access to program materials, live sessions, and program resources until the account is brought current. All outstanding tuition and fees must be paid in full prior to the issuance of any program credentials, certificates, or completion documentation.

Where payment plans are facilitated through a third-party payment provider (such as Klarna), the payment schedule, late payment consequences, and related terms are governed by that provider's agreement with the Participant. Synergy Center's suspension and credential withholding provisions apply regardless of the payment method used. Withdrawal from the program does not automatically cancel or relieve any outstanding payment obligations owed to a third-party provider such as Klarna. Participants remain responsible for fulfilling those obligations directly with the provider.

3.3 Administrative Fees

The following administrative fees may apply:

Fee	Amount
Late final assignment submission (more than 2 weeks after program end date)	\$150
Individual mentor coaching session rescheduled with less than 48 hours' notice	\$100
Additional performance evaluation sessions (ICF credentialing pathway)	\$100/hour

No additional administrative or mentor coaching fees will be charged unless disclosed prior to enrollment.

3.4 Failed Payments

In the event of a failed payment, Synergy Center will make reasonable efforts to notify the Participant. If payment is not resolved within 14 business days, Synergy Center reserves the right to suspend or terminate program access. Reinstatement of access is subject to full payment of any outstanding balance and is not guaranteed.

4. Refund and Cancellation Policy

4.1 Cancellation by Participant

All program enrollments are subject to the following cancellation and refund schedule:

Cancellation Timing	Refund
Within 7 calendar days of registration, provided the program has not yet begun	Full refund
After the 7-day window but before the first live session	Refund minus \$150 administrative fee
After the first live session, subject to prerequisites below	Refund minus \$150 administrative fee
After the second live session or beyond	No refund

4.1a Post First Session Refund Prerequisites

To be eligible for a refund after attending the first live session, the participant must have:

1. Attended at least one live session in full.
2. Submitted a written refund request to csadira@synergycentercoaching.com within 48 hours of the conclusion of that session.
3. Completed an exit interview with Synergy Center administration, scheduled within 5 business days of the written request.

Refunds that meet all prerequisites will be processed within 10 business days to the original payment method. Requests that do not meet all three prerequisites are not eligible for a post-session refund.

How to Request a Refund (All Windows)

To request a refund at any stage, contact Synergy Center in writing at csadira@synergycentercoaching.com and include:

- Your full name
- The program you enrolled in
- Your enrollment date
- Your reason for cancellation

We will confirm receipt within 2 business days.

4.2 No Mid-Program Refunds

Once a Program has begun, no refunds, partial refunds, or credits will be issued for any reason, including but not limited to personal circumstances, illness, scheduling conflicts, or voluntary withdrawal. See Section 8 (Illness and Hardship) for limited accommodation provisions.

4.3 Non-Transferable Enrollment

Enrollment is non-transferable to another individual. You may not assign, sell, or transfer your enrollment to any third party.

4.4 Cancellation by Synergy Center

In the event that Synergy Center must cancel a program prior to its start date, enrolled Participants will receive a full refund of tuition paid. Synergy Center's liability is limited to the amount of tuition paid and does not extend to any consequential, incidental, or indirect costs incurred by the Participant in connection with the enrollment.

5. Attendance Requirements

5.1 Minimum Attendance

Participants must attend a minimum of **85%** of required live sessions. Allowable absences are calculated based on the total number of sessions in each Program and are published prior to enrollment.

5.2 Make-Up Process

Missed sessions may be made up - only up to the allowable absence limit - through the following process: (a) viewing the session recording, and (b) completing the corresponding make-up quiz with a passing score. Make-up sessions do not substitute for live participation toward ICF contact hour requirements except as expressly permitted by ICF standards.

5.3 Ineligibility Due to Absences

Participants who exceed the allowable number of absences are not eligible for program completion, credentials, or certificates, regardless of performance on assignments or assessments.

6. Completion Requirements and Credentials

6.1 Requirements for Completion

Program credentials are issued only upon satisfaction of **all** of the following:

- Attendance at or valid make-up of the required minimum percentage of live sessions
Timely completion of all required assignments and assessments
- Passing performance evaluations as applicable to the program
- Completion of required mentor coaching sessions (ICF credentialing pathway participants)
Payment of all tuition and fees in full

6.2 No Partial Completion

Synergy Center does not issue partial credits, partial certificates, or partial hour verifications for

incomplete program participation. No ICF contact hours are awarded for programs not completed in accordance with these requirements.

6.3 No Deferrals or Transfers

Synergy Center does not offer program deferrals or transfers to future cohorts as a standard accommodation. See Section 8 for limited hardship provisions.

6.4 Transfer of Credit

Synergy Center does not accept transfer of credit from other coaching training programs. All required contact hours, practice coaching sessions, assignments, and assessments must be completed through Synergy Center programs.

7. ICF Credentialing Pathway

7.1 Mentor Coaching

For Participants pursuing an ICF credentialing pathway, mentor coaching is required and is delivered over a minimum of three (3) months. All mentor coaching sessions are conducted live and may be recorded. Participants will be informed when a session is being recorded. Missed sessions must be rescheduled subject to mentor availability. Sessions rescheduled with less than 48 hours' notice incur a \$100 rescheduling fee.

7.2 Performance Evaluation

Participants pursuing ICF credentialing must pass a final performance evaluation. Additional performance evaluation sessions may be purchased at \$100 per hour.

7.3 No Guarantee of ICF Credentialing

Synergy Center does not guarantee that Participants will obtain ICF credentials upon program completion. ICF credentialing decisions are made exclusively by the International Coaching Federation and are subject to ICF's own standards, requirements, and review processes. Synergy Center programs are designed to align with ICF standards and prepare Participants for credentialing; however, accreditation status is represented accurately and in accordance with current ICF program approval status.

8. Illness and Hardship

8.1 Illness During Program

Participants unable to attend sessions due to illness must complete the standard make-up process in accordance with Section 5. Illness does not exempt a Participant from attendance requirements.

8.2 Extended Illness or Documented Hardship

In cases of extended illness or documented hardship that materially prevent program completion, Participants may submit a written accommodation request to Synergy Center administration. Such requests are reviewed at Synergy Center's sole discretion and are subject to program availability and space limitations. Accommodations available under this section may include extended assignment deadlines or flexible make-up arrangements at Synergy Center's discretion. Synergy Center may, at its sole discretion, approve limited accommodations on a case-by-case basis, which may include but are not limited to extended deadlines or flexible make-up arrangements.

9. Participant Responsibilities

By enrolling in a Synergy Center program, you agree to the following:

- **Participation:** Actively participate in live sessions, practice coaching, assignments, peer engagement, and assessments as required for program completion.
- **Professional Conduct:** Maintain a respectful, inclusive, and professional learning environment consistent with ICF ethical standards and the Synergy Center community values at all times.
- **Confidentiality:** Maintain strict confidentiality regarding all coaching practice conversations, personal disclosures, and information shared by peers and clients during the program. This obligation survives the conclusion of your enrollment.
- **ICF Code of Ethics:** Operate in alignment with the ICF Code of Ethics in all coaching interactions facilitated through or associated with the program.
- **Technical Readiness:** Ensure you have the necessary technology, internet connection, and access required to participate in live online sessions.

Synergy Center reserves the right to remove any Participant from a program for conduct that is disruptive, unsafe, unethical, or inconsistent with the professional standards of the coaching community. Where circumstances permit, Synergy Center will issue a written warning prior to removal, identifying the conduct concern and providing the Participant a reasonable opportunity to respond. In cases involving immediate safety risks, severe ethical violations, or conduct that cannot be remediated, removal may occur without prior warning. Written notice of removal will be provided in all cases. No refund will be issued in the event of removal for conduct violations.

10. Program Modifications

Synergy Center reserves the right to make reasonable modifications to program scheduling, faculty assignments, guest presenters, or delivery formats when necessary. Any such modifications will not alter the required contact hours, core learning objectives, or assessment standards of the program. Participants will be notified of material changes in a timely manner.

11. Ethics, Integrity, and Transparency

Synergy Center operates with a commitment to ethical practice, integrity in instruction and business operations, and transparent communication with all Participants. Faculty and staff align with the ICF definition of coaching, ICF Core Competencies, and the ICF Code of Ethics in all teaching, mentoring, supervision, assessment, and participant support activities.

Program expectations, completion requirements, fees, policies, learning outcomes, and evaluation processes are communicated in writing prior to participation. Participant records are maintained securely, confidentiality is protected, and student data is stored in access-controlled systems. Participant records related to enrollment, attendance, mentor coaching, and performance evaluation are retained for a minimum of three (3) years.

12. Complaint and Grievance Policy

Participants are encouraged to address concerns directly with instructors or program administration when appropriate. Formal complaints must be submitted using the Complaint Submission Form located in the participant help desk portal and must include the following:

- Participant name
- Program name and cohort
- Description of the concern
- Relevant dates and supporting documentation

Complaints are acknowledged within **five (5) business days** and reviewed by program leadership. A written response is provided within **thirty (30) business days**. Retaliation against any Participant submitting a good-faith complaint is strictly prohibited.

13. Ethical Marketing and No Guarantee of Outcomes

Synergy Center represents its programs, faculty qualifications, and program outcomes accurately in all marketing and communications. The following disclaimers apply:

- Synergy Center **does not guarantee** employment, income, business success, certification outcomes, or ICF credentialing results.
- Program completion does not guarantee the ability to attract clients, generate revenue, or build a coaching business.
- Synergy Center programs are designed to align with ICF standards and are represented accurately with respect to their current ICF program approval status.
- Testimonials shared on the Synergy Center website reflect individual experiences and are not representative of typical results.

14. Intellectual Property

All program materials, curriculum, frameworks, recordings, documents, tools, assessments, and content provided by Synergy Center ("Materials") are the exclusive intellectual property of Synergy Center for the Neuroscience of Coaching & Leadership. Participants are granted a limited, non-transferable, non-exclusive license to use Materials solely for personal learning purposes within the enrolled program.

Participants may not reproduce, distribute, sell, sublicense, publicly display, or create derivative works from any Materials without the prior written consent of Synergy Center. Unauthorized use of program Materials may result in removal from the program and legal action.

15. Limitation of Liability

To the fullest extent permitted by applicable law, Synergy Center's total liability to any Participant for any claim arising out of or related to program enrollment or participation shall not exceed the amount of

tuition actually paid by that Participant. Synergy Center shall not be liable for any indirect, consequential, incidental, special, or punitive damages of any kind, including but not limited to loss of revenue, loss of business opportunity, or emotional distress.

16. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of Hawaii, without regard to its conflict of law principles. Any disputes arising under these Terms shall be subject to the exclusive jurisdiction of the courts located in Honolulu County, Hawaii.

16.1 Dispute Resolution

Prior to initiating any legal action, the parties agree to make a good-faith effort to resolve the dispute through written communication. Either party may initiate this process by providing written notice to the other describing the nature of the dispute. If the dispute is not resolved within thirty (30) days of such notice, either party may proceed with legal action in accordance with Section 16. Nothing in this section prevents either party from seeking emergency injunctive relief where necessary to prevent irreparable harm.

16.2 Governing Law

Nothing in these Terms limits any rights you may have under applicable consumer protection laws in your state, province, or country.

17. Severability

If any provision of these Terms is found to be invalid, unlawful, or unenforceable under applicable law, such provision shall be deemed modified to the minimum extent necessary to make it enforceable, or severed if modification is not possible, without affecting the validity or enforceability of the remaining provisions.

18. Entire Agreement

These Terms, together with the enrollment confirmation and any written program-specific policies communicated prior to enrollment, constitute the entire agreement between you and Synergy Center with respect to your enrollment and participation. These Terms supersede any prior representations, discussions, or agreements, whether oral or written.

19. Contact Information

For questions regarding these Terms, enrollment, or program policies, please contact:

Synergy Center for the Neuroscience of Coaching & Leadership

Website: synergycentercoaching.com

Email: csadira@synergycentercoaching.com

Checkout Enrollment Agreement

PLEASE READ BEFORE COMPLETING YOUR PURCHASE

By clicking "Complete Purchase," "Enroll Now," or any equivalent checkout confirmation button, you acknowledge and agree to all of the following:

- You have read and understood the full Terms and Conditions of Synergy Center for the Neuroscience of Coaching & Leadership as set forth on this page.
- You agree to be bound by the Enrollment Agreement, Payment Policy, Refund and Cancellation Policy, Attendance Requirements, Participant Responsibilities, and all other provisions contained in these Terms.
- You understand that enrollment is specific to the selected cohort and start date, and that no deferrals or transfers are guaranteed.
- You understand that refunds are available only within the windows and conditions outlined in Section 4. After the second live session, all sales are final. Participants experiencing a documented hardship may request a separate accommodation under Section 8.2, which is reviewed on a case-by-case basis
- You understand that Synergy Center does not guarantee employment, income, business success, or ICF credentialing outcomes.
- You confirm that all information provided at checkout, including your name, email address, and payment information, is accurate and complete.
- You understand that your enrollment is not confirmed until payment is received and this agreement is accepted.

Your purchase constitutes your electronic signature and full acceptance of these Terms.

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