

Refund Policy

Coachbar.ai LLC | Effective Date: April 14, 2026

We want every coaching experience on Coachbar to be valuable. This Refund Policy explains when and how refunds or platform credits are issued for sessions, Learning Paths, and Sprints booked on coachbar.ai.

This policy is incorporated into and should be read together with our Terms of Service and Privacy Policy, both available at coachbar.ai. By using Coachbar, you agree to this Refund Policy. All payments are processed through Stripe — please also review Stripe's terms at stripe.com/legal for information on how payment disputes and chargebacks are handled at the processor level.

Coachbar issues platform credits, not monetary refunds, for session dissatisfaction. Cancellation refunds are returned to your original payment method unless otherwise noted. A 5% cancellation fee applies to cancellations made 12 or more hours before a session. No fee applies to rescheduled sessions or cancellations within the 12-hour window (which are non-refundable).

Individual 1:1 Sessions

Cancellations by the User

You may cancel a booked session at any time. The following applies based on timing:

- Cancelled 12 or more hours before the session start time: full refund to your original payment method, minus a 5% cancellation fee deducted from the refund amount. No cancellation fee applies if you reschedule your session instead of cancelling
- Cancelled less than 12 hours before the session start time: the booking amount is non-refundable and no cancellation fee applies

To cancel, use the session management page in your Coachbar account.

Cancellations by the Coach

If a coach cancels a session for any reason, you will receive a full refund to your original payment method, regardless of how close to the session the cancellation occurs. We will notify you promptly and help you reschedule or find a replacement coach.

Coach No-Shows

If a coach does not appear within 10 minutes of the scheduled start time and has not notified you of a cancellation, this is treated as a coach no-show. You will receive a full refund to your original payment method. Please report no-shows through your account or by contacting support.

Session Dissatisfaction

If you are unsatisfied with a completed session, you may submit a dissatisfaction request within 48 hours of the session end time. Coachbar will review the request and, at our discretion, issue a platform credit equal to the session value.

Dissatisfaction requests are reviewed on a case-by-case basis. Repeated requests from the same account may be subject to additional review. This remedy is in addition to, and does not limit, any rights you may have under applicable consumer protection laws.

Learning Paths

Refunds Before Starting

If you have not yet begun any session within a Learning Path, you may request a full refund within 7 days of purchase. To request a refund, contact us at support@coachbar.ai.

Refunds After Starting

Once you have attended one or more sessions within a Learning Path, refunds are not available for completed sessions. For any remaining unstarted sessions, a platform credit will be issued upon request.

Coach Cancels a Session Within a Learning Path

If a coach cancels an individual session that is part of your Learning Path, that session will be rescheduled at no additional cost. If rescheduling is not possible, a credit equal to the value of that session will be issued to your account.

Sprints

Refunds Before Starting

If you have not yet attended any session in a Sprint, you may request a full refund within 7 days of purchase. Contact us at support@coachbar.ai to initiate.

Refunds After Starting

Once a Sprint has begun, refunds are not available for sessions that have been completed. A platform credit for the value of any unstarted remaining sessions may be issued upon request if exceptional circumstances apply.

Sprint Cancellation by Coachbar or Coach

If Coachbar or a coach must cancel an entire Sprint before it begins, you will receive a full refund to your original payment method. If a Sprint is cancelled after it has started, you will receive a prorated refund for the sessions not yet completed.

General

Refund Processing Times

Approved refunds to your original payment method are typically processed within 5–10 business days, depending on your bank or card issuer. Refunds are processed through Stripe and may be subject to Stripe’s processing timelines. Platform credits are applied to your account immediately upon approval.

Platform Credits

Platform credits issued under this policy:

- Are applied to your Coachbar account and visible in your account dashboard
- Can be used toward any session, Learning Path, or Sprint on the platform
- Do not expire
- Are non-transferable and have no cash value
- Cannot be combined with promotional credits or discount codes unless explicitly stated

Relationship to Terms of Service

This Refund Policy forms part of your agreement with Coachbar.ai LLC and is incorporated into our Terms of Service by reference. In the event of any conflict between this policy and the Terms of Service regarding refunds or credits, this Refund Policy will govern. Our Terms of Service are available at coachbar.ai.

Relationship to Privacy Policy

Any personal information you provide when submitting a refund or dissatisfaction request is handled in accordance with our Privacy Policy, available at coachbar.ai. This includes your name, email address, session details, and any supporting information you provide.

Disputes

If you believe a refund or credit was not issued correctly, please contact our support team at support@coachbar.ai. We aim to respond to all disputes within 2 business days. If your concern relates to a payment dispute or chargeback, please also refer to Stripe’s dispute resolution process at stripe.com/legal.

Changes to This Policy

We may update this Refund Policy from time to time. We will notify you of any material changes by:

- Posting the updated policy on our website with a revised effective date
- Sending an email notification to the address associated with your Coachbar account

Continued use of Coachbar after changes are posted constitutes acceptance of the updated policy. If you do not agree to the updated policy, you should discontinue use of the platform.

Contact

For any questions about this policy, reach us at:

Coachbar.ai LLC

Email: team@coachbar.ai

Website: coachbar.ai