



THE CONSCIOUS Soul School

Policies and Helpful Information

Information below is intended as your guide and structure for working within The Conscious Soul School. Each initiate in the Conscious Soul School agrees to adhere to the boundaries and policies to create spiritual, emotional, and physical integrity while completing the Program. Policies are updated as needed to align with the needs of our clients and The Conscious Soul School (TCSS).

- ✿ TCSS Programs require a minimum six (6) month commitment for success. For the duration of the Program, clients who are given access to a password protected Portal agree to the following: Access to the Portal is for current TCSS clients only. Materials within the Portal are proprietary and should not be copied, released, or otherwise taught/distributed by any person not approved by TCSS. Providing access to any individual not currently enrolled in a TCSS program will result in immediate cancellation of granted access.
- ✿ TCSS offers a 3-day grace and reconsideration period beginning on the date of initial payment and enrollment. Any client wishing to withdraw enrollment from the Program, must submit a request in writing to melissa@chtlc.com. Clients are required to schedule and complete a Healthy Closure and Completion Session as part of the refund guarantee. Clients enrolled in a Full Payment or Partial Payment Program will receive a full refund minus \$1000 (or 1/2 of investment agreement) upon completion of the final session.
- ✿ Clients enrolled in a Monthly Payment Plan Program may request cancellation and withdrawal fourteen (30) days prior to an upcoming billing cycle. Any request submitted after the thirty day window will be granted cancellation after the coming cycle. Clients must submit the request for withdrawal in writing to Melissa@chtlc.com. Clients must schedule and complete a Healthy Closing and Completion session prior to cancellation approval.



Melissa Shakti
ASCENSION COACH

- ✿ TCSS Programs includes scheduled sessions, groups, and 1:1 coaching as applicable to your Program. All scheduled appointments require a 24 cancelation notice. Sessions canceled within this period may be rescheduled. Any session canceled in under 24 hours may not be eligible for reschedule and may be forfeited. Any missed session as a no-show will be forfeited and not be rescheduled.
- ✿ Sessions may be scheduled at the client's convenience and in accordance with Program guidelines. Scheduling links are found in the Password Protected Portal or in your private booking link sent via email. Upon scheduling, clients will receive a Zoom link via email. Reminder emails are sent within 24 hours of the upcoming appointment.
- ✿ Local clients, or those who desire, may utilize In-Person sessions when available. Please verify availability with Melissa Shakti via email (melissa@chtllc.com) if you would like to request an in-person session. In-person sessions are limited and should be requested within 7 days of the desired appointment.
- ✿ Retreats are available as part of any TCSS Program. Location, Date, and Time of Retreats will be determined and vary throughout the year. Travel expenses, including Room & Board, are not covered as part of TCSS Program fees. TCSS VIP Clients may attend one (1) retreat tuition-free. TCSS Group Coaching participants may attend one (1) retreat with a 50% tuition discount. All participants must book and attend their preferred retreat within one year of Program start date.
- ✿ TCSS does not provide text or telephone support as part of any TCSS Program. Support between sessions or events is available via email unless otherwise agreed by Melissa Shakti and the participant. Marco Polo and/or Voxer are used for clients enrolled at the VIP level.
- ✿ TCSS does not make any claims or guarantees for cure of any physical, emotional, mental or spiritual dis-ease. Clients understand that full participation in their program is required for success. TCSS holds clients as fully capable of reaching goals and experiencing transformation on all levels.

