



Earned Access Coaching Program Addendum

V1.0 effective October 1, 2026

Ignite Leadership International®

848 Selkirk Avenue
Victoria, BC Canada V9A 2T8
C 604 813 5120
E contactus@igniteleadership.co

Earned Access Coaching – Program Addendum

1. About this addendum

This Program Addendum sets out the terms for Earned Access Coaching. Together with the Client Agreement – Master Terms v1.0, it forms your full agreement with us.

Where this addendum differs from the Master Terms, this addendum governs. It does so in three places: response times (Section 5), recordings (Section 6) and refunds (Section 6). Everything else in the Master Terms applies as written.

2. Program, fee and term

Earned Access Coaching is two months of 1:1 coaching on a project or challenge you are actively working on. Your next session opens when you complete the action we agreed on.

Term	Detail
Fee, clients in Canada	\$1,000 CAD plus GST
Fee, clients outside Canada	\$1,000 USD, no GST; EU clients are charged VAT where it applies
Payment	In full at enrolment, as set out in Master Terms Section 7
Term length	Two months
Start date	The date of your first session
First booking	Book your first session within 14 days of enrolling. If you have not booked by then, your term starts on day 15.
End date	Two calendar months after your start date, plus any extension under Section 5

When your term ends, the program ends. Unused time does not carry over.

3. How the program works

The rule is simple: no action, no session. Your completed work is what opens your next session.

Sessions. Each session is 1:1 with your coach on Zoom and runs up to 30 minutes. Sessions start and end at the booked time, including when you join late.

Action items. Every session ends with one agreed action item. Your coach sets the scope of each action item and the standard it must meet, so that each one moves your project forward.

Submitting your work. Submit your completed action item through your private coaching portal by the notice deadline. The notice deadline is 24 hours before your booked session or 11:59 pm Pacific on the last business day before it, whichever is earlier. For a Tuesday 2 pm session, that is Monday at 2 pm. For a Monday session, or a session on the day after a statutory holiday, it is the end of the last business day before.

What counts as complete. Your coach decides whether your work meets the standard agreed in session. If it does not, your coach tells you through the portal what is missing, and the session is cancelled. You can rebook once the work is complete. If you are stuck on an action item, ask through the portal before the deadline.

Booking. Once your work is submitted, book your next session through the booking link. If no workable times are available, message your coach through the portal and they will fit you in as soon as they can.

Availability. Sessions are available Monday to Thursday, 8 am to 6 pm Pacific, and Friday, 8 to 11 am Pacific. "Business day" in this addendum means Monday to Friday, excluding British Columbia statutory holidays.

How often. The program does not include a set number of sessions. How often sessions are available is at your coach's discretion. Your coach may limit available booking times to protect the quality of the program for every client.

4. Code of conduct, cancellations and no-shows

This section is the program's code of conduct for the purposes of Master Terms Section 7.

Cancelling a session. To cancel or move a session, do so by the notice deadline in Section 3. A cancellation after that deadline is a late cancellation. Missing a session without cancelling is a no-show.

What happens with late cancellations and no-shows.

1. First occurrence: a reminder of this rule.

2. Second occurrence: a written warning through your coaching portal.
3. Third occurrence: we may end your participation as a breach of this code of conduct, with written notice. Under Master Terms Section 7, fees already paid are not refunded.

A session your coach cancels because your work was not submitted, or did not meet the agreed standard, does not count toward these steps.

Serious conduct. We may act sooner, without following the steps above, for conduct that is abusive, threatening or disrespectful, or for a breach of confidentiality or of the recording rules in Master Terms Section 4.

5. Communication and absences

Portal response time. Your coach responds to portal messages within one business day. This replaces the two business days in Master Terms Section 2. More urgent matters may be answered sooner where possible.

Your coach's absences. If your coach is unavailable during your term, your term is extended by the length of the absence. You will be told the new end date in writing.

Your absences. Raise any planned absence, such as travel or a known commitment, at your first session. Any extension agreed then is confirmed by email. Unexpected situations are assessed individually, at your coach's discretion. Otherwise, your term runs on its set dates.

Master Terms Section 9, on events beyond anyone's control, continues to apply.

6. Recordings, refunds, renewal and sponsors

Recordings. Your coach records and transcribes every session with Fathom, as described in Master Terms Section 4, for their own use only. Recordings are not shared with you. If you want to record a session yourself, ask first.

Refunds. Earned Access Coaching is non-refundable. This replaces the 14-day cancellation and refund terms in Master Terms Section 7. No refund is given for unused time, unused sessions, a session cancelled under Section 3 or 4, or removal under Section 4.

The Master Terms protection still applies if we discontinue the program, or cannot deliver it for reasons within our control: we refund the unused portion of your fee in full.

Renewal. If you renew so that your new term starts immediately after your current term ends, you may be offered a renewal rate, set at that time against the price then in effect. To receive it, accept the renewal by the notice deadline in Section 3, counted back from the end of your current term. If you return after a break, the regular price applies.

Sponsors. An employer or other organization may pay for your program. The sponsor pays the full fee upfront, before your term begins, and accepts the fee, payment and refund terms. You accept all other terms, including the coaching, conduct and confidentiality terms, by confirming in writing before your first session. Master Terms Section 3 sets out what we share with a sponsor.

7. Acceptance

You accept this addendum and the Master Terms at ThriveCart checkout by ticking the acceptance box, as described in Master Terms Section 13. The acceptance box reads:

I have read and accept the Client Agreement – Master Terms v1.0 and the Earned Access Coaching Program Addendum v1.0, and I understand this program is non-refundable.

Version: Earned Access Coaching Program Addendum v1.0 · Effective October 1, 2026