

# Cancellation Policy

Last updated: March 2026

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## 1. General

This Cancellation Policy applies to all services offered by:

Spes Consulting  
Amrichshäuser Str. 70  
74653 Künzelsau  
Germany  
Email: [contact@danielspes.com](mailto:contact@danielspes.com)

## 2. Free Discovery Calls

Free discovery calls booked via Calendly can be cancelled or rescheduled at any time, provided notice is given at least **24 hours in advance** through the Calendly booking link.

Late cancellations or no-shows may result in the loss of the booking slot without the option to rebook automatically.

## 3. Paid Coaching Sessions

Once a coaching session has been booked and confirmed as part of a paid package:

- Cancellations or rescheduling requests made **more than 48 hours in advance** will be accommodated free of charge
- Cancellations made **less than 48 hours in advance** will be considered used and cannot be recovered
- In the event of illness or documented force majeure, sessions will be rescheduled by mutual agreement at no additional cost

## 4. Coaching Packages

All coaching packages (1-month, 3-month, or individually agreed programs) are **non-refundable** once the program has commenced.

This applies because:

- Significant preparation time is invested before and between sessions
- Access to feedback, materials, and personal guidance begins immediately upon program start

- Spots are limited and reserved exclusively for confirmed clients

By purchasing a coaching package, the client acknowledges and accepts this no-refund policy.

## 5. Right of Withdrawal (EU Clients)

As required by EU consumer law, clients have the right to withdraw from a contract within **14 days** of purchase, provided the service has not yet begun.

However, if the client explicitly requests that the service starts before the 14-day withdrawal period has expired, the right of withdrawal is forfeited once the service has commenced.

To exercise the right of withdrawal before the service begins, please contact:  
contact@danielspes.com

## 6. Exceptional Circumstances

In cases of serious illness, personal emergency, or other exceptional circumstances, Daniel Werner Spes will evaluate requests on a case-by-case basis and work towards a fair solution — such as pausing the program or transferring the remaining sessions to a later date.

Such exceptions are granted at the sole discretion of Spes Consulting and do not constitute a general right to cancellation or refund.

## 7. How to Cancel or Reschedule

To cancel or reschedule a session, please contact us via:

- **Email:** contact@danielspes.com
- **Calendly:** Use the link in your booking confirmation email

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By purchasing a service from Spes Consulting, you agree to this Cancellation Policy.