

## Wild Business Coaching: Membership Payment Pause Policy

*Effective Date: 03.APR.2025*

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### 1. Purpose

This policy outlines the process, eligibility criteria, and terms for pausing membership payments under the Wild Business Coaching program. It ensures all members have a clear understanding of how to temporarily suspend payments and membership access.

### 2. Scope

This policy applies to all active members of the Wild Business Coaching program who wish to pause their membership payments for personal, professional, or other reasons.

### 3. Eligibility

1. **Annual Allowance:** Each member is entitled to pause their payments for up to one (1) month each contract year.
2. **Splitting Pause Period:** Members can only pause their membership in two-week increments, up to a total of four weeks each year. This means a single pause cannot exceed two weeks at a time, but members may schedule two separate two-week pauses if they wish to use all four weeks.

### 4. Request Procedure

1. **Advance Notice:** Members must submit a pause request at least two (2) weeks prior to the desired start date of the pause.
2. **Submission Method:** All pause requests must be made by completing the "Pause Your Enrolment" form located at [help.wildsuccess.global](https://help.wildsuccess.global).
3. **Confirmation:** Once the form is submitted, the support team will review the request and communicate the final decision, along with any relevant details or additional requirements.

### 5. Effect on Billing

1. **Billing Adjustments:** Upon approval, the upcoming monthly billing cycle(s) will be adjusted to reflect the pause period.
2. **Automatic Resumption:** Regular membership billing automatically resumes at the end of the approved pause period.
3. **Renewal Date:** The membership renewal date may be shifted accordingly, depending on the length and timing of the pause.

## 6. Membership Access During Pause

1. **Service Availability:** During the pause period, members typically do not have access to membership services, coaching calls, or resources that require an active subscription.
2. **Exceptions:** Any specific exceptions or continued limited access must be explicitly approved by Wild Business Coaching management on a case-by-case basis.

## 7. Policy Violations

1. **Unauthorized Pauses:** Members who fail to submit the required form or do not receive explicit approval may be subject to continued billing.

## 8. Changes to This Policy

Wild Business Coaching reserves the right to amend or update this policy at any time. Notice of significant changes will be communicated to members via the official portal or email.

## 9. Contact Information

For questions, concerns, or assistance related to pausing membership payments, please reach out via:

- Online Support Portal: [help.wildsuccess.global](https://help.wildsuccess.global)

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## Policy Acknowledgment

By maintaining an active membership with Wild Business Coaching, members acknowledge that they have read and understood this policy and agree to abide by its terms.

# **Wild Business Coaching: Payment Adjustment Policy**

*Effective Date: 03.APR.2025*

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## **1. Purpose**

This policy outlines how members of the Wild Business Coaching program can request changes to their existing payment schedules or amounts, as well as the review process and possible outcomes.

## **2. Scope**

This policy applies to all active members who wish to modify their payment frequency (e.g., weekly, fortnightly, or monthly) or request an adjustment to their payment amount.

## **3. Payment Adjustments**

### **1. Frequency Changes**

- Members may switch between weekly, fortnightly, or monthly billing as desired, provided the total periodic amount remains consistent with the original membership agreement.

### **2. Amount Changes**

- Members can request changes to the total amount being billed.
- Wild Business Coaching reserves the right to decline any request for changes to payment amounts at its sole discretion.

## **4. Request Procedure**

### **1. Advance Notice**

- Members must submit their "Payment Adjustments" request form at least two (2) weeks before their next scheduled billing date to allow sufficient processing time.
- Requests submitted with less than two (2) weeks' notice may not be accommodated in time for the next billing cycle.

### **2. Submission Method**

- All requests must be submitted via the “Payment Adjustments” form at [help.wildsuccess.global](https://help.wildsuccess.global).
- Requests made by email, chat, phone, or any other method will be disregarded.

### **3. Review Process**

- A Wild Business Coaching staff member will evaluate each request on a case-by-case basis, considering contract terms, membership duration, and payment history.
- Members can typically expect a response within 10 business days.

## **5. Approval & Implementation**

### **1. Staff Decision**

- Based on the review, staff may approve or deny the requested adjustment.
- If declined, staff will provide a brief explanation.

### **2. Effective Date**

- Approved payment adjustments will take effect starting with the next applicable billing cycle following the two-week notice period.
- Members will receive written confirmation (e.g., email) detailing the new payment schedule or amount.

## **6. Right to Decline**

Wild Business Coaching may, at its discretion, refuse any request to adjust payment amounts or frequency if it conflicts with membership terms or other operational considerations.

## **7. Contact Information**

For questions about this policy or the status of a submitted request, members may reach out via:

- Support Portal: [help.wildsuccess.global](https://help.wildsuccess.global)

### **Policy Acknowledgment**

By continuing membership with Wild Business Coaching, members acknowledge they have read and understood this Payment Adjustment Policy and agree to abide by its terms.

## **Wild Business Coaching: Program Deferral Policy**

*Effective Date: 03.APR.2025*

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### **1. Purpose**

This policy explains the guidelines and procedures for members who wish to defer the start of their 12-month Wild Business Coaching program. It clarifies the impact on membership, curriculum access, and payment obligations during the deferral period.

### **2. Scope**

This policy applies to any member who has enrolled in the 12-month Wild Business Coaching program but wishes to postpone the official start of their coaching and curriculum access.

### **3. Deferral Eligibility**

#### **1. Single Deferral**

- Each enrolment is permitted only one (1) deferral. Additional deferrals are not allowed.

#### **2. Deferral Period**

- The deferral period may last up to three (3) months from the original program start date.

#### **3. Program Access**

- During the deferral, all coaching support and curriculum access remain paused until the nominated restart date or until the 3-month deferral period ends, whichever occurs first.

### **4. Impact on Payments**

#### **1. Payment Continuation**

- The deferral does **not** pause or alter the payment schedule. All payments, whether in full or via a payment plan, continue as originally agreed.

#### **2. No Adjustments**

- No refunds, credits, or extensions are granted for any portion of the membership fee during the deferral period.

## **5. Request Procedure**

### **1. Submission Requirements**

- All deferral requests must be submitted via the appropriate form at [help.wildsuccess.global](http://help.wildsuccess.global).
- Any requests sent by email (or any other method) will be disregarded.

### **2. Approval Process**

- Wild Business Coaching reviews each request on a case-by-case basis. Approval is at the sole discretion of the program administrators.

### **3. Deadline for Activation**

- If approved, the deferral must be activated within three (3) months of the original start date. After this period, no further delays will be granted.

## **6. Restarting the Program**

### **1. Nominated Restart Date**

- Members must clearly specify a restart date when completing the deferral request form.

### **2. Automatic Resume**

- Access to the program automatically resumes at the end of the approved deferral period, or on the nominated date, whichever comes first.

### **3. No Additional Extensions**

- No further extensions or deferrals will be granted once the three (3) months expire or if the nominated date has passed.

## **7. Contact Information**

For questions, clarifications, or concerns regarding this policy, please visit:

- [help.wildsuccess.global](https://help.wildsuccess.global)

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**Policy Acknowledgment**

By enrolling in the Wild Business Coaching program, you acknowledge that you have read and understood this Program Deferral Policy and agree to its terms.