

Policies & Agreements

Fees & Pricing Options

Serenity Insight offers multiple payment options to assist those in varying financial situations. Fees are based on the program trainees are enrolled in and any promotions that may be active during time of enrollment. Currently we accept VISA, MasterCard, American Express, and Discover. We do not accept checks at this time.

Discounts are Available for:

- Military Connected (Active Duty, Spouses, Partners, Veterans, Reservists)
- First Responders (And their Spouses/Partners)

Please contact us for pricing if you fall into these categories.

For specific pricing inquiries, you can schedule a call with one of our team members for more information on our payment options and any additional promotional offers.

Cancellation & Refund policy

In the unlikely event that a scheduled BCC training course must be canceled, trainees will be notified of the cancellation no less than one week prior to the scheduled course start date. Trainees have the option to be granted a full refund or may choose to enroll in the upcoming session.

If circumstances prevent a trainee from participating in a program they have already enrolled in, trainee must let us know prior to the start of the program and we will be happy to refund your payment minus any non-refundable fees. If trainee has already started the program and need to cancel for whatever reason, please let us know and we will be happy to hold your enrollment spot for a future date or extend your time in the program.

There is a 25% non-refundable deposit upon enrollment. This fee covers supplementary costs incurred by Serenity Insight, LLC. If you return to the program at a later date, the deposit will be credited towards your fee.

If for any reason you are dissatisfied and you are within the 7-day refund period, we will offer you a refund, minus your non-refundable deposit. If you choose to withdraw from the program after the refund period, and you are on a payment plan, you will still be responsible for paying off your remaining balance.

To request a refund, please contact serenityinsight.info@gmail.com within the first 7 days after your first class.

Complaints & Disputes resolutions

SICA is committed to fostering a productive learning environment by maintaining supportive relationships. All persons involved with SICA have an obligation to communicate openly and respectfully with one another and to provide reasons for particular decisions or actions. If a situation arises where it has been determined that a conflict is tied to Serenity Insight Coaching Academy, all efforts will be made to resolve the disagreement promptly and fairly.

The administrative director is ultimately responsible for ensuring that conflicts involving staff and volunteers are resolved in a satisfactory manner. This representative has a duty to inform the board of any conflicts that impinge on the organization's ability to function or may damage its reputation.

Conflicts should be addressed at the earliest possible opportunity as unresolved conflict can lead to a stressful, and unproductive learning environment. In the event that any person or group is experiencing a training-related conflict or has a complaint about the actions of another SICA staff or representative, the following guidelines will apply.

1. Communicate directly with the person or persons whose actions is the cause of the complaint. These individuals should reasonably expect to know if their behavior or their decision is a problem for another person or group.
2. If the circumstances are such that the person with a complaint is unable or unwilling to communicate directly with the persons or persons whose actions are the cause of their complaint, the help of one other trusted person in the organization should be sought.
3. The program director will resolve complaints and conflicts that cannot be resolved by those directly involved or their supervisor.
4. In circumstances where it is the action of the program director that is reason for the conflict, the Board may address the complaint as indicated below.
5. Communication of the complaint or conflict shall first be made verbally to the respondent or training staff. If this does not lead to a resolution that is satisfactory to the complainant, the nature of the complaint should then be communicated in writing. If this fails to result in a resolution the written complaint should be sent to the program director.
6. Third parties, acceptable to all those involved, may be of assistance in helping resolve the conflict in a (1) facilitation or mediation role where the goal is to help the parties restore a positive working relationship in the future, or (2) a decision-making /arbitration role where they investigate what happened and make a determination of who is responsible for the situation and what the consequences for the parties should be. The choice of these two approaches should be offered to the parties. If a mediated approach fails to resolve the matter, an arbitrated approach can be undertaken.
7. Complaints and conflicts shall be dealt with in a confidential manner. Meetings to resolve a complaint shall be open only to the parties and those attempting to resolve the complaint. The parties may have an advocate or supporter present. Meetings

may be with the different parties individually, together or both. In the interest of openness, no minutes or written record of what is said in these meetings shall be recorded although, if the parties agree, the outcome of the meetings or a resulting agreement may be documented. The parties will refrain from drawing others not directly involved into the process as a way of garnering support or gaining attention. Such actions include “copying” the written complaint by email to others.

8. The parties, and those helping to resolve the conflict, should avoid communicating the details of a complaint, making or responding to allegations or giving advice by e-mail. Face-to-face communication, as difficult as it is, should be relied upon. E-mail messages can be used for arranging meetings or communicating details of the resolution process.
9. Where the board is involved in a conflict resolution role, communication with it by an aggrieved trainee, volunteer or group should be directly with the BCC department and not with the whole CCE organization. It will be the chair’s duty to inform the entire board of the existence of the conflict but the board may appoint one of their number, or an impartial party to help resolve the matter.
10. The Program Director has an obligation to act immediately in addressing a complaint if the physical and mental health and safety of any of the parties is perceived to be at risk.

The Americans with Disabilities Act (ADA) Policy

Serenity Insight Coaching Academy will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of training unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the accommodation creates an undue hardship to Serenity Insight, LLC.

Trainees requesting accommodation or applicants with disabilities may request reasonable accommodations at any time, regardless of status in the program. The trainee should make this request in writing to the training department or program director. Reasonable accommodation does not have to be requested at the beginning of training.

Upon receiving the accommodation request, the program director will meet with the trainee to conduct an informal, interactive discussion. The discussion will include the following steps:

1. Determining how the trainee’s disability limits their ability to perform the essential functions of their training.
2. Identify potential accommodations and assess the effectiveness of such accommodations on the trainee’s performance.
3. Identification of the type of accommodation needed.

For any questions on the accommodation process, the Job Accommodation Network will be contacted for assistance in making this assessment at 1-800-232-9675 or through their website.

Please contact the program director with any questions or requests for accommodation.