



PMU TEAM PARTNERSHIP TERMS & CONDITIONS

Term & Payment

Partnerships run for 12 months from the agreed start date. Payment is made in full or through 12 monthly installments. Monthly payments are installments toward the annual commitment, not a month-to-month membership. Purchasers authorize scheduled recurring charges. Support may be paused for missed payments. Renewal requires a new agreement.

Benefits & Support Hours

Essential includes the services listed in its plan. Performance and Elite include the exact annual support allowance agreed before purchase. Advertised ranges do not entitle purchasers to the maximum hours. Workshops, coach meetings, observations, and individual athlete sessions all count toward the allowance. Included services are not additional hours. PMU and the organization plan usage together, reserving time for included commitments. Additional support requires agreement and may cost extra.

Scheduling & Delivery

Services are scheduled by mutual agreement, subject to availability. Virtual, in-person, or hybrid delivery is confirmed before purchase. Visits and travel costs require advance agreement. Specific appointment times are not guaranteed.

Athlete Office Hours

Coaches coordinate athlete sign-ups. Virtual individual sessions are generally 30 minutes. Reserved office-hours blocks count in full, including unfilled slots. Athlete sessions within a block are not deducted again.

Cancellations & Attendance

Changes must be communicated by email. Unless otherwise agreed, cancellations made at least 72 hours ahead may be rescheduled without losing hours. Cancellations 24–72 hours ahead may be rescheduled once, subject to availability. Less than 24 hours' notice or a no-show counts as used time or a used service. Late arrival does not extend appointments; athletes more than 10 minutes late may be marked a no-show. Absences do not restore reserved office hours.

Expiration & Termination

Benefits expire at the end of the term. Unused support does not roll over, transfer, or qualify for a refund due to failure to schedule or attend. Early termination requests must be emailed and do not automatically release remaining payments or create refund rights. Adjustments require written agreement, except where law requires otherwise. If PMU cannot deliver agreed support, replacement dates or an appropriate adjustment will be arranged.

Consent, Privacy & Scope

Required intake and consent forms must be completed before individual sessions; minors require guardian consent. Coaches may receive attendance and usage information. Private session information is handled according to consent agreements and applicable requirements. PMU provides mental performance coaching, not psychotherapy, diagnosis, medical treatment, or physical skill instruction. Results are not guaranteed.

Acceptance

Purchasers confirm authority to act for the organization and accept these terms. The written partnership agreement controls if terms differ.