PSYCH ME UP
CONSULTING

PSYCH ME UP CONSULTING – FAQ

GENERAL BOOKING

Q: How do I book a session?
By visiting our "Meet the Team" Tab and select which coach you'd like to sign up with. Click on their name and it will take you to the available services. We recommend booking an initial consultation first. After your initial consultation, you can book a session through the scheduling link provided after your initial consultation. Simply choose an available time that works best for you or your athlete.

Q: How far in advance can I book?
30 days. You can book as far in advance as your current membership or package allows. New session credits will be available based on your plan's schedule (see Memberships & Packages section below).

Q: I don't see any sessions available—what should I do?
For general booking, If there are no sessions available, it most likely means that coach does not have any availability for the date / time you are looking for. If your membership includes limited sessions per month, you'll only be able to book sessions once your monthly credits replenish. If you've used all your sessions for the current month, new sessions will be available after your next billing date (e.g., the 25th of each month).

Q: Can I book last-minute?
Yes! Our system allows booking up to 24 hours in advance. If you're trying to book a session within that 24-hour window, the system will not show any availability. Reach out to us directly if you're in a pinch—we'll do our best to accommodate.

MEMBERSHIPS & PACKAGES

Q: What's the difference between a membership and a package?
Memberships are monthly plans with recurring payments and a set number of sessions each month (e.g., 1,2, 4 sessions/month).
Packages are a one-time purchase of multiple sessions to use over a longer time frame (e.g., 4 sessions over 3 months).

Q: When do membership sessions renew?
Session credits renew monthly on your billing date. For example, if you signed up on March 25th, you'll be charged the monthly payment amount on each billing date and receive your new set of sessions each month.

Q: Can I carry over unused sessions to the next month?
To encourage consistency and progress, unused sessions do not roll over into the next month. We recommend booking ALL your sessions before your renewal date to make the most of your plan.

Q: Can I pause or cancel my membership?
Yes! You can pause or cancel your membership. Please give us a heads-up of at least 30 days before your next billing date to avoid being charged.

WORKING WITH OUR MENTAL PERFORMANCE COACHES

Q: What's the difference between working with Natalie and Megan?
Natalie is the founder of Psych Me Up Consulting, a seasoned Mental Performance Coach with a focus on gymnasts, golfers, and all elite-level athletes looking to improve their mental performance.
Megan is our newest mental performance coach and former D1 college gymnast at the University of Kentucky. She offers services to all athletes of all ages and skill levels.
Both coaches follow the same core framework but tailor sessions to meet your athlete's unique needs and personality.

Q: Can I switch coaches' mid-membership or package?
Unfortunately, no. Each of our coaches provide the best care to our clients, taking the time to personalize each individual client's session. But we do understand that sometimes the coach you originally signed up with may not be the best fit. Which is why we do offer transfer of coaches following the end of any current memberships or packages. If you'd like to try sessions with the other coach, just let us know and we'll help make that transition for you.

SESSION POLICIES

Q: What's your cancellation policy?

We ask for at least 72 hours' notice for cancellations and a window of 25-71 hours for rescheduling. Missed or late-cancelled sessions within the 24-hour window of your session may result in the loss of that session credit.

Q: What if I'm running late?

We'll still honor your session for the remaining time with NOTICE. If you're more than 10 minutes late without notice, the session will be considered a no-show.

GETTING STARTED

Q: What's included in the first session?

The first session is part intro, part strategy. We'll get to know your goals, talk through current challenges, and begin building a customized mental performance plan.

Q: Is there paperwork to complete?

Yes—before your first session, you'll receive a brief intake form, informed consent form, a welcome packet, as well as a resources page. It helps us get started on the right foot.

OTHER HELPFUL INFO

Q: Do you work with teams, clubs, or schools?

Yes! We offer team workshops, group packages, and partnerships. Email us directly for custom quotes and scheduling options.

Q: Can parents attend or sit in on sessions?

For younger athletes under the age of 18, parents are welcome to join the start of the first session. Ongoing sessions are usually athlete-focused, but we're happy to touch base with parents as needed for progress updates.

Q: Do you offer virtual and in-person sessions?

Virtual sessions are our majority but do offer in person sessions depending on the location of the athlete. Virtual sessions allow us to work with athletes across the country from the comfort of their homes or training space.

If you have any other questions, reach out at psychmeupconsulting@gmail.com or DM us on Instagram at @psychmeupconsulting.