



Financial Responsibility and Payment Policy

1. Purpose of the Policy

This Policy regulates payment procedures for GMA educational programs, outlines the financial responsibilities of students and the provider, and ensures transparency and predictability of all financial processes.

The Policy is aligned with ICF Coaching Education standards and the principles of honesty, transparency, and accountability.

2. Principles of the Financial Policy

GMA follows these principles:

- **Transparency** — students receive full payment information prior to enrollment.
- **Responsibility** — both parties uphold their financial commitments.
- **Integrity** — program pricing is fair, clear, and consistent with the services provided.
- **Respect** — GMA considers individual student circumstances when possible.
- **Documentation** — all payment terms are provided in writing.

3. Program Fees

- The cost of each GMA program is listed on the website, in the enrollment contract, or in an official offer letter.
- Program fees include required instructional modules, practice hours, mentoring/supervision (if part of the program), materials, and access to learning platforms.
- Additional services (extra mentoring hours, individual supervision, optional sessions, make-up work) may require separate payment.

4. Payment Procedures

4.1. Payment Method

Students may pay for programs via:

- credit or debit card,
- bank transfer,
- issued invoice,
- approved payment service partners (if applicable).

4.2. Payment Deadlines

- Full payment or the first installment must be completed **before the program start date**, unless otherwise agreed.
- The payment date is recorded in GMA's financial system.

5. Installment Plans and Payment Schedules

- Some programs allow payment in installments.
- The payment schedule is documented in writing and is binding.
- Failure to meet installment deadlines may result in temporary suspension from the program until payment is updated.
- GMA does not charge penalties unless specified in a contract, but access may be restricted until the balance is settled.

6. Student Financial Responsibilities

Students agree to:

- make payments on time according to the agreed schedule,
- provide accurate payment information,
- notify GMA in advance about potential delays,
- understand that program participation requires an active payment status.

7. GMA Financial Responsibilities

GMA commits to:

- providing the educational services agreed upon and paid for,
- issuing invoices and payment confirmations promptly,
- ensuring the security of payment-related information,
- maintaining program pricing once the contract is signed,
- providing transparent financial documentation upon request.

8. Late Payments

If a student is late with payment:

1. GMA notifies the student of the outstanding balance.
2. If payment is delayed by more than **7 calendar days**, participation in the program may be suspended.
3. Once payment is received, access is restored subject to group availability.

For repeated or ongoing late payments, GMA reserves the right to discontinue the student's participation (see Withdrawal Policy).

9. Refunds

Refunds are governed by a separate document: **Refund Policy**. This Policy focuses exclusively on payment procedures, not refund conditions.

10. Financial Transparency and Communication

GMA guarantees:

- no hidden fees,
- no changes in program cost without advance notice,
- access to all financial terms before enrollment,
- correct and lawful presentation of all pricing information.

11. Final Provisions

- This Policy is mandatory for all GMA students.
- Any updates are communicated in advance and take effect upon publication.
- The Policy applies to all GMA programs, regardless of level or format.

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