



TechWise Coaching Policies & Procedures

Updated April 1, 2026

Group Class Size Policy

To ensure a high-quality learning experience and provide individualized support during hands-on lessons, standard class size is limited to 15 participants per session.

If a group exceeds 15 participants, one or more of the following adjustments will be required:

- The lesson may be **extended** billed at the applicable hourly rate (See Fee and Compensation Policy)
- The content may be split into **two separate sessions**.
- An **assistant instructor** may be added for an additional fee. (See Fee and Compensation Policy)
- Any attendance over 15 participants must be **confirmed at least five (5) days in advance**.

Presentation Space & Materials Policy

The **Client** is responsible for providing the following for each group session:

- A suitable **presentation space** with seating for all attendees
- A **display equipment** (TV, monitor, or projector) that ensures clear visibility for all participants
- **Wi-Fi access** and **HDMI connection** to the display equipment for use by TechWiseCoaching during the sessions
- **Microphone/sound projection system** as needed

TechWise Coaching is responsible for providing the following for each group session::

- A laptop and all necessary presentation materials for the session

All presentation and content and materials remain the **intellectual property of TechWiseCoaching** and may not be copied, recorded, or distributed without written permission.

Promotion of Services Policy

TechWise Coaching will provide a written promotional description for each scheduled group session no later than **seven (7) days** prior to the session date. This description will include the session topic and any relevant highlights to assist with participant engagement.

It is the **Client's responsibility** to ensure that group class attendees are notified of the class schedule, dates, times, and session topic.

TechWise Coaching is **not responsible** for notifying individual participants or ensuring attendance.



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Change and Cancellation Policy

To ensure fairness and efficient scheduling, the following policy applies to all group sessions:

- **Notice Requirement:** Changes or cancellations must be submitted via email to amy@techwisecoaching.com at least **72 hours** in advance. Requests are not confirmed until a response is received from TechWise Coaching by email.
- **Late Cancellations:** Cancellations made with **less than 72 hours' notice** will incur the full session fee, unless the session is rescheduled to occur within **five (5) business days** of the original appointment.
- **No-Shows:** If no participants arrive within **15 minutes** of the scheduled start time, the client will be charged the **full session fee and TechWise Coaching will depart.**
- **Late Starts:** If participants arrive late, the session will still end at the **originally scheduled time.** Content may be adjusted to fit the shortened session. The full session fee will apply.
- **Exceptions:** Emergencies and unavoidable circumstances will be considered on a **case by-case basis.**

Fee and Compensation Policy

The Client agrees to compensate TechWise Coaching according to the following rate structure based on group size:

- \$225/hour for groups of up to 15 participants
- \$300/hour for groups of 16 to 25 participants
- \$475/hour for groups of 26 to 50 participants

The **minimum session fee is \$225**, regardless of session length. All fees are prorated in 15-minute increments. Groups larger than 15 may require an assistant instructor who will be provided and compensated by TechWise Coaching.

Travel Fees

Up to 20 miles round trip from McLean included. More than 20 miles round trip \$25 travel fee. More than 40 miles round trip \$50 travel fee.

Remote Work Fees

Additional charges may apply for **remote work**, which refers to any services provided **outside of a scheduled group class**, including:

- Post-session follow-up, such as written summaries or tailored resources
- Extended email or phone support beyond general communication
- Special projects, presentations, training materials or other remote work at client request.

Remote work will be agreed to with the Client in advance of beginning work, and will be billed at the [weekday individual coaching hourly rate](#), unless otherwise agreed upon in writing.



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Payment Policy

- All sessions are scheduled with a **mutually agreed-upon start and end time**.
- An **invoice** will be sent electronically by TechWise Coaching within **three (3) business days** of the session.
- Payment is due within fifteen (15) days of session date.
- Unless otherwise specified, invoices not paid within thirty (30) days of the invoice date will accrue interest of 10% per week.
- Accepted forms of payment include:
ACH, credit card, check payable to TechWise Coaching or Amy Burk,
Zelle to amy-techwisecoaching or 571-296-2456 (ARBurk Services LLC)

Please contact Amy Burk at amy@techwisecoaching.com with any questions.