

Privacy Policy and Terms & Conditions

Refund Policy: The Show Up Guarantee

The Portal Method is backed by the Show Up Guarantee. Complete the program, attend the live calls or watch the recorded sessions in full, and do the assessments. If you have done the work in full and still feel at the end of the program that it did not serve you, you will receive a full refund of your investment.

To be eligible for a refund under the Show Up Guarantee, you must have attended the live calls, or watched the recorded replay of any session you missed in full, and completed the assessments as outlined in the program. Refund requests must be submitted in writing within 7 days of the program's final scheduled call. Upon receiving a request, we will schedule a final review meeting with Michele to discuss your experience, the work completed, and the request itself before a refund is issued. Refunds issued under this guarantee apply to the total investment paid to date; any remaining balance owed on a payment plan will be waived upon an approved refund.

All payments must continue to be made according to the payment schedule until a refund is requested and approved under the terms above. Requests submitted before program completion, or from clients who have not met the attendance and assessment requirements, are not eligible under the Show Up Guarantee.

Lifetime or ongoing access policy:

You have ongoing access to the **The Portal Method** content hub. That means that after your program timeframe is complete, you will retain access to the content hub. After your program timeframe is complete, you will be removed from the program community and access to coaching will cease. NOTE: any unused 1:1 coaching calls will no longer be available for use after the program timeframe is complete.

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Monthly payment plan policy:

If you are on a monthly payment plan, you are required to complete all of your monthly payments regardless of your activity in **The Portal Method**. Failure to complete your monthly payments may result in denied access to your content hub and coaching.

Declined payment policy:

As a client in **The Portal Method** you are required to complete all of your payments. You have 5 business days from the date of the payment decline to bring your account into good standing. Failure to bring your account into good standing may result in denied access to your content hub and coaching.

1:1 call cancellation, reschedule and no show policy:

The Portal Method requires 1 business day notice to cancel or reschedule a 1:1 coaching session. We understand that emergencies occur and will be treated on a case by case basis. If you have a 1:1 coaching session scheduled and do not show up for your scheduled appointment, you will have 1 opportunity to reschedule. If you do not show up for that rescheduled session you will forfeit the session and will not be able to rebook it.

Hours Of Operation:

Souljourn Coaching and Consulting, LLC offers the following hours of operation: Monday - Thursday, from 9:00-3:00 MST. All client communication will be responded to within 1 business day or sooner during regular business hours. This includes responses inside of ***The Portal Method*** private community group.

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Privacy Policy:

What information do we collect?

We collect information from you when you register on the site, place an order, enter a contest or sweepstakes, respond to a survey or communication such as e-mail, or participate in another site feature.

When ordering or registering, we may ask you for your name, e-mail address, mailing address, phone number, credit card information or other information. You may, however, visit our site anonymously.

Like many websites, we use cookies to enhance your experience and gather information about visitors and visits to our websites. Please refer to the do we use cookies section below for information about cookies and how we use them.

How do we use your information?

We may use the information we collect from you when you register, purchase products, enter a contest or promotion, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

To personalize your site experience and to allow us to deliver the type of content and product offerings in which you are most interested.

To allow us to better service you in responding to your customer service requests. To quickly process your transactions.

To administer a contest, promotion, survey or other site feature.

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If you have opted-in to receive our email newsletter or free ebook reports, we will send you educational and marketing emails.

If you would no longer like to receive promotional email from us, please refer to the "How can you opt-out, remove or modify information you have provided to us?" section below.

If you have not opted-in to receive email newsletters, you will not receive these emails. Visitors who register or participate in other site features such as marketing programs and 'members-only' content will be given a choice whether they would like to be on our email list and receive e-mail communications from us.

Do We Use Cookies?

As you browse Souljourncoach.com sites, advertising cookies will be placed on your computer so that we can understand what you are interested in.

How do we protect visitor information?

We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. When you place orders or access your personal information, we offer the use of a secure server. All sensitive/credit information you supply is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our databases to be only accessed as stated above.

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Do we disclose the information we collect to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice, except as described below. It does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

How can you opt-out, remove or modify information you have provided to us?

To modify your email subscriptions, you can find an unsubscribe link at the bottom of each email. Please note that due to email production schedules you may receive any emails already in production. Please note that we may maintain information about an individual sales transaction in order to service that transaction and for record keeping.

Third party links. In an attempt to provide you with increased value, we may include third party links on our site. These linked sites have separate and independent privacy policies. We, therefore, have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these linked sites (including if a specific link does not work).

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Changes to our policy.

If we decide to change our privacy policy, we will post those changes on this page. Policy changes will apply only to information collected after the date of the change. This policy was last modified on September 4, 2026.

Questions and feedback.

We welcome your questions, comments, and concerns about privacy. Please send us any and all feedback pertaining to privacy, or any other issue.

Online Policy Only. This online privacy policy applies only to information collected through our website and not to information collected offline.

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NO GUARANTEES

Souljourne Coaching and Consulting, LLC is to support and assist you in reaching your own goals, but your success depends primarily on your own effort, motivation, commitment and follow-through. Souljourne Coaching and Consulting, LLC cannot predict and does not guarantee that you will attain a particular result, and you accept and understand that results differ for each individual. Each individual's results depend on his or her unique background, dedication, desire, motivation, actions, and numerous other factors. You fully agree that there are no guarantees as to the specific outcome or results you can expect from using the information you receive on or through these Websites.

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If you wish to purchase any product or service made available through the Website ("Purchase"), you may be asked to supply certain information relevant to your Purchase including, without limitation, your name, phone number, email address, physical address, credit card information and geographic location. Please view our Privacy Policy for more information on how we use your personal information. ***The Portal Method*** may be billed on a pay-in-full basis or a monthly payment plan basis, as selected at checkout. You will be billed in advance on a recurring basis as per the payment plan agreement.

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EARNINGS DISCLAIMER

Any earnings, income statements or examples of success shown through our Websites are only estimates of what might be possible now or in the future. There can be no assurance as to any particular outcome based on the use of our Websites. You agree that Souljourn Coaching and Consulting, LLC is not responsible for the success or failure of your personal or business decisions, the increase or decrease of your finances or income level, or any other result of any kind that you may have as a result of information presented to you through our Website. You are solely responsible for your results.

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From time to time, we may promote, affiliate with, or partner with other individuals or businesses whose programs, products and services align with mine. There may be instances when we promote, market, share or sell programs, products or services for other partners and in exchange we may receive financial compensation or other rewards. Souljourne Coaching and Consulting, LLC is highly selective and only promotes the partners whose

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SEVERABILITY

If any provision of these Terms is found to be unenforceable or invalid under any applicable law, such unenforceability or invalidity shall not render these Terms unenforceable or invalid as a whole, and such provisions shall be deleted without affecting the remaining provisions herein.

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Confidentiality Policy:

As an ICF Professional, I maintain the strictest levels of confidentiality with all parties as agreed upon. I am aware of and agree to comply with all applicable laws that pertain to personal data and communications.

Friends & Family Discount Policy:

If you were to refer a friend or family member to ***The Portal Method*** you and your friend or family member who joins ***The Portal Method*** will receive an extra two weeks in the program. There is no monetary compensation or discount for referrals.

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By submitting the testimonial form you are agreeing to allow Souljourn Coaching and Consulting, LLC to use your testimonial for marketing purposes on all Souljourn Coaching and Consulting, LLC websites and social media pages. You agree to allow Souljourn Coaching and Consulting, LLC to adjust the testimonial in any way they see fit without your written permission or consent.

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