



POLICIES & PROCEDURES

We want you to be familiar with policies/procedures so that things can run smoothly between us. Please read these very carefully so that there are no misunderstandings later on.

FEE

Please see the applicable fees for the program you have selected.

PAYMENT

Your payment will be processed monthly with the credit card you place on file when you make your initial payment. This will happen automatically without you having to do anything! A link to the online payment portal is in your welcome email. Should you choose a pay-in-full option when available, those terms will be shared with you at that time.

All contracts are binding and all payments, once processed, are non-refundable.

LENGTH OF WORK TOGETHER

All of LillaBlu's programs are for varying lengths of time. Many clients continue on for at least a year to continue achieving meaningful results. However, it doesn't mean that it will take a year to see results - most see consistent results within 4-6 months.

CALLS

At the time of our calls, please join the zoom meeting (link will be sent to you via email and calendar invite). All calls are stated in Eastern Time. Our calls will be recorded and sent to you for reference.

CONFIDENTIALITY

We recognize that you may have the following: future plans, business affairs, customer lists, financial information, job information, goals, personal information and other proprietary information. We will not, at any time, either directly or indirectly, use any information for our own benefit, disclose, or communicate, in any manner, any information to any third party. You may, however, feel free to tell others that we are working together if you like.

DECISIONS

You are responsible for decisions made about your work and your business. We are happy to share our opinions, offer resources, or make referrals. However, it is up to you to decide which, if any, to act upon. If you decide to take a recommendation, it is your choice and you take full responsibility for it. If you decide to work with someone based on our referral, you must know the workings of that relationship will be entirely separate of our relationship with you.

NONDISCLOSURE OF MATERIALS

Material that we give you in the course of our work together is proprietary. You agree that such proprietary material is solely for your own personal use for the purpose of starting, growing or marketing your business or service. Any disclosure to a third party is strictly prohibited.

YOUR COMMENTS

At the end of our work together, we will ask you to write a few comments of our work together, as an evaluation. It helps us to see what you liked about the process, what results you received overall and anything else you'd like to add. We find this extremely valuable and now make it a consistent part of working with each client. We thank you in advance for this. Often, we ask clients if we can use these comments in the form of a client testimonial to share with others who are thinking of taking the next step in their business. Please let us know if that's acceptable.

REFERRAL PARTNERS

Many times we've had the opportunity to send a client referrals and are absolutely thrilled to do it. This happens often most probably because we get to know a client's business intimately and become keenly aware of who their ideal clients are, as well as the results that people get from the services they provide. This means that, occasionally, you may receive a referral from us, depending on the circumstances. On the flip side, our clients regularly send referrals to LillaBlu too. In essence, we become referral partners.

So, that said, here's what we propose: if you overhear someone saying they'd like to start or grow their business, refine their messaging and marketing, and make more money, we invite you to direct them to the website (www.lillablu.com) to read more. You can also ask them to contact us for a quick chat, free of charge, to see if we can help their situation. We will do the same for you when we meet someone who would benefit from working with you.