

TEAMCULTURE YOUR WAY, LLC

PRICING AND CANCELLATION POLICY

Last Updated: 05/09/2025

1. DURATION.

1.1 Standard Offerings. Standard offerings provided by the Company range from 30-120 minutes. Any events adjusted to exceed 120 minutes will be subject to customized pricing, to be agreed upon between the Client and the Company.

2. PRICING

2.1 Standard Pricing. Standard pricing for in-person and virtual offerings provided by TeamCulture YOUR Way, LLC are as follows:

- \$49 per participant for groups of 5-15 participants, plus tax and encouraged gratuity
- \$46 per participant for groups of 16-29 participants, plus tax and encouraged gratuity
- \$43 per participant for groups of 30 or more participants, plus tax and encouraged gratuity

2.2 Customized Pricing. All services included within TeamCulture YOUR Way, LLC's "Podcast Prowess" and "YOUR Way" offerings are subject to customized pricing, to be agreed upon between the Client and the Company.

2.3 Additional Participants. Once payment is submitted, the Client will be charged \$50 for each additional participant who attends the event beyond the number initially paid for.

2.4 Participant Shortfall. Once payment is submitted, the Client will receive no further discount or reimbursement in the case that fewer participants attend the event than initially paid for.

2.5 Taxes and Fees. All prices are exclusive of applicable taxes, which will be charged additionally as required by law. Payment processing fees, if any, are the responsibility of the Client.

3. PAYMENT TERMS

3.1 Deposit. A non-refundable deposit of 50% of the total estimated cost is required to secure the booking of Services. The remaining balance is due no later than seven (7) days prior to the scheduled event date.

3.2 Late Payment. Failure to make timely payments may result in cancellation of the scheduled event at the Company's discretion, with no refund of any amounts previously paid.

3.3 Payment Methods. The Company accepts payment via bank transfer, credit card, or other electronic payment methods as specified in the invoice.

4. CANCELLATION POLICIES

4.1 Standard Cancellation Policy: In-Person Events for In-Market Clients, and Virtual Events

- TeamCulture YOUR Way, LLC offers 80% total reimbursement for cancellations occurring up to 7 days before a scheduled event.
- TeamCulture YOUR Way, LLC offers 50% total reimbursement for cancellations occurring up to 3-6 days before a scheduled event.
- TeamCulture YOUR Way, LLC offers 25% total reimbursement for cancellations occurring less than 72 hours before a scheduled event.

4.2 Company Cancellation: In-Person Events for In-Market Clients, and Virtual Events

- In the rare circumstance that TeamCulture YOUR Way, LLC is unable to deliver services due to personal matters at the scheduled event time of a virtual event, or an in-person event for an in-market client, the client will receive a 100% reimbursement for the canceled event.
- In the rare circumstance that TeamCulture YOUR Way, LLC is unable to deliver services due to proven travel/weather delays or a public crisis occurring at the scheduled time of an in-person event for an in-market client, the client will receive a 100% reimbursement for the canceled event.

4.3 Cancellation Policy: In-Person Events for Out-of-Market Clients

- Out-of-market clients will be reimbursed for canceled events concurrent with TeamCulture YOUR Way, LLC's standard cancellation policy rates. However, the client will not be reimbursed for fees related to travel and lodging.
- In the rare circumstance that TeamCulture YOUR Way, LLC is unable to deliver services due to personal matters at the scheduled time of an in-person event for an out-of-market client, the client will receive a 100% reimbursement for both the canceled event and all fees related to travel and lodging.
- In the circumstance that TeamCulture YOUR Way, LLC is unable to deliver services due to proven travel and/or weather delays or a public crisis affecting the scheduled time of an in-person event for an out-of-market client, the client will receive 100% reimbursement for the cost of the event offering itself, but will not be reimbursed for fees related to travel and lodging.
 - In order to best prevent the above situation from occurring, TeamCulture YOUR Way, LLC expresses explicit preference to travel to the client's city one day prior to the event, and also expresses explicit preference to reserve lodging in the client's city on the night before the event.

4.4 Definition of In-Market and Out-of-Market for In-Person Events

- “In-Market” Clients for In-Person Events are defined as having the in-person event location within 50 miles of TeamCulture YOUR Way, LLC Company Headquarters, whose address is 6800 Wisconsin Ave #1173, Chevy Chase, MD 20815.

- “Out-of-Market” Clients for In-Person Events are defined as having the in-person event location more than 50 miles from TeamCulture YOUR Way, LLC Company Headquarters, whose address is 6800 Wisconsin Ave #1173, Chevy Chase, MD 20815.

4.5 Cancellation Process

- All cancellations must be submitted in writing via email to hello@teamcultureyourway.com or via text message to 301-367-3404 and acknowledged by the Company to be valid.
- Reimbursements for canceled events will be processed within 14 business days of cancellation confirmation.

5. RESCHEDULING

5.1 Client Rescheduling. Requests to reschedule an event must be made in writing at least 7 days prior to the scheduled event date. Rescheduling requests made less than 7 days before the event may be treated as a cancellation and rebooking, subject to the cancellation policy outlined above.

5.2 Company Rescheduling. In the event that the Company needs to reschedule an event due to unforeseen circumstances, the Company will make all reasonable efforts to find an alternative date suitable for the Client. If no suitable alternative can be found, the cancellation policies outlined in Section 4 will apply.

6. TRAVEL AND ACCOMMODATION

6.1 Travel Arrangements. For out-of-market clients, all travel arrangements for Company representatives will be made by the Company unless otherwise agreed. The cost of travel will be added to the total cost of Services.

6.2 Accommodation. For out-of-market clients, all accommodation arrangements for Company representatives will be made by the Company unless otherwise agreed. The cost of accommodation will be added to the total cost of Services.

6.3 Travel Preference. TeamCulture YOUR Way, LLC expresses explicit preference to travel to the out-of-market client's city one day prior to the event and to reserve lodging in the client's city on the night before the event to minimize the risk of travel-related disruptions