



4x4 Frequently Asked Questions

When can I start booking sessions?

As soon as you register for the subscription, **you will receive an individual code**. Using this code, you can book sessions on our [online calendar](#).

The **first day of your subscription month** begins when you make the initial payment. For example, if the first payment is made on January 8th, the subscription month runs from 1/8/2020 to 2/07/2020. We do not run on calendar months.

Can I book more than 1x per month?

Yes, and it's encouraged! If you want to **book additional lessons**, you will use the same booking procedures on [our online calendar](#). You will NOT be able to use your 4x4 code once you have used all the sessions in that period. You may pay for any extra sessions upon booking.

Do my sessions roll over if I forget to book?

Unfortunately not. Codes cannot be used outside of your subscription month, so if you do not book before the end of your scheduling window, that session will be lost.

Can I switch between teachers when I want?

Yes! Your 4x4 membership allows you to book lessons with either teacher.

Can I attend workshops?

Yes! 4x4 and BADassery members receive priority booking for [workshops](#).

Can I book extra time for business strategy coaching?

Yes! Email us at hello@innovativevoicestudio.com, and we'll get you on the schedule.

How do I cancel my membership?

If you would like to cancel your membership, you may do so within 5 days of registration. No questions asked, full refund less a 3% card processing fee.

Once 5 days have passed, you are committed for a minimum of four months. If after four months you would like to cancel, you may email hello@innovativevoicestudio.com with your request.

Who do I contact if I have questions?

Please email Maggie@innovativevoicestudio.com for any scheduling or payment related questions.