

## What You Need to Know About Your Coaching Agreement

This page highlights the key terms of your Coaching Agreement in plain language.

It's provided for your convenience and transparency, so you can easily see the most important points about how we'll work together—things like scheduling, payments, confidentiality, and how your information is handled.

It's not a substitute for the full contract.

Our legal agreement is governed by the complete, signed Coaching Agreement, which takes precedence if there's ever any difference in interpretation or wording between the two documents.

### Agreement Basics

This agreement takes effect as soon as you sign or make your first payment, whichever comes first.

"Business Day" means any weekday other than a UK public holiday—you can find the official list at [gov.uk/bank-holidays](https://www.gov.uk/bank-holidays).

Nothing in this summary or the full agreement limits your consumer rights under the laws of your country of residence.

### Fees and Payments

Your coaching sessions may be paused until any outstanding fees are received.

Once agreed, your fees remain fixed for the full duration of the program, including any localized currency arrangement made for your convenience.

### Scheduling, Rescheduling and Cancellations

All coaching sessions are held on Microsoft Teams.

If I am ever late or unable to deliver a scheduled session, you're entitled to reschedule that session within the same month at no additional cost.

If you need to cancel or reschedule, please provide at least **two Business Days' written notice**.

Sessions cancelled with less notice are considered attended and can't be refunded or rescheduled.

### Use of Coaching Materials

Any materials provided—such as worksheets, videos, or recordings—are for your personal use only.

They may not be shared, copied, or distributed without written permission.

### Session Recording and Privacy

Sessions may be recorded for note-taking or to enhance the coaching experience.

You may request at any time that a session not be recorded, either in part or in full.

Your personal data is handled in line with GDPR, UK GDPR, or your local data-protection requirements.

The full Privacy Policy (enclosed) explains how your information is stored and protected.

All conversations via Teams, email, WhatsApp, or other communication channels are treated as strictly confidential.

### **Coaching Scope and Responsibilities**

Coaching is not medical, psychological, legal, or financial advice.

You remain responsible for your own decisions and actions arising from the coaching process.

While I'm committed to supporting your progress, outcomes can't be guaranteed, and refunds aren't issued based on results.

### **Termination and Refunds**

Either of us may end the agreement with at least **30 days' written notice**.

If that happens, I'll refund any prepaid fees for sessions not yet used as of the effective termination date.

Fees for sessions already delivered or attended are non-refundable.

### **Disputes and Complaints**

I aim to resolve any concerns quickly and fairly.

If an issue arises, please contact me directly—I'll take all reasonable steps to address it in good faith.