



## Lifestyle Kickstart Program Terms and Conditions

- Packages:**
- Bronze – Access to pre-recorded webinars and supporting documents – £199
  - Silver – Bronze program plus 2 x 1 hour 1:1 sessions – £349
  - Gold – Bronze program plus 4 x 1 hour 1:1 sessions – £529
  - Platinum – Bronze program plus 6 x 1 hours 1:1 sessions and a DISC Personality Profile – £799
- Payment:** Payment is required at time of purchase. Access to the members area will then be approved
- Sessions:** Silver, Gold and Platinum members will be contacted to arrange sessions on completion of the pre-recorded webinars and supporting documents. Sessions will be every 2 weeks unless agreed otherwise. Coach will videocall/meet the client at pre-arranged times/dates
- Changes:** Re-scheduling or cancellations of appointments to be advised at least 24 hours before planned date.
- Refund Policy:** Bronze packages -
- are non-refundable
- Silver, Gold and Platinum packages –
- If cancelled by mutual agreement - coach will refund the cost of any sessions that haven't taken place up to a maximum of 50% of the package cost, less the cost of a Bronze package
  - Cancelled at client's request - coach will refund the cost of any sessions that haven't taken place up to a maximum of 25% of the package cost, less the cost of a Bronze package
  - Coach reserves the right to cancel the coaching relationship with no refund in the following circumstances –
    - Non-attendance of sessions after 2 consecutive occurrences
    - Significant abusive/disruptive/violent behaviour
    - Violation of the Code of Ethics (see attached)

**Confidentiality:** The coach recognises that anything the client shares with them is regarded confidential, whether it is business or personal information. The coach undertakes not to, at any time, (unless required to do so by law), either directly or indirectly, use or disclose any information the client shares with them during their sessions. For further details regarding this please refer to the Code of Ethics (see attached).

**Legalities:** The coach will maintain their professional indemnity insurance and compliance with regard to GDPR and the clients details.

**Disclaimer:** The client is aware that the coaching is in no way to be construed as psychological counselling or any type of therapy. Coaching results are not guaranteed. The client enters into the coaching with the full understanding that they are responsible for creating their own results