

co-coach® Terms and Conditions

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1. Introduction

Welcome to co-coach®! These Terms and Conditions govern the use of our mentoring, coach development, CPD, and careers advice services. The wording of 'Terms' refers to a binding contract between co-coach® and you. The term 'we' or 'us' on the website refers to the sole trader and owner of co-coach®. These Terms are effective from 21st December 2024. By booking and engaging with our services, you agree to these terms. If you have any questions, please contact us at coach@hotmail.com or visit www.co-coachpro.co.uk.

2. Services Offered

The term 'service' refers to all content produced, careers information, advice and guidance, CPD delivered, mentorship, and coaching services, which is understood by the purchaser. co-coach® provides the following services:

- Coach mentoring and development sessions.
 - Continuing Professional Development (CPD) events.
 - Careers advice, including CV guidance, interview preparation, and career planning.
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3. Booking and Payments

- All bookings must be made via our website or email at coach@hotmail.com.
 - Payment must be made in full at the time of booking unless otherwise agreed.
 - We accept payments via secure online methods provided on our website.
 - Discounts may be available for university students and Blue Light cardholders. Proof of eligibility must be provided.
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4. Client Responsibilities

Clients are expected to:

- Provide accurate information when booking services.
- Attend scheduled sessions on time and notify us in advance of any changes.

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- Be on time for all sessions or events.
 - Dress appropriately for sessions, particularly for in-person interactions.
 - Ensure they are in a safe and quiet space where conversations can take place without interruptions.
 - Understand that confidentiality will be upheld during all sessions.
 - Accept that co-coach® cannot be held responsible for poor internet connections when presenting or conversing online.
 - Engage respectfully and professionally during all interactions.
 - Comply with any relevant laws or regulations during participation in co-coach® services.
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5. Our Responsibilities

co-coach® is committed to:

- Delivering high-quality services tailored to each client's needs.
 - Maintaining confidentiality and protecting client data in line with UK GDPR.
 - Ensuring a safe and inclusive environment for all clients.
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6. Intellectual Property

All materials provided during mentoring or CPD sessions remain the intellectual property of co-coach® unless otherwise stated. co-coach® is a registered trademark, and clients may not reproduce or share these materials without prior written consent.

Clients agree not to disclose, reproduce, or distribute any materials or proprietary information provided by co-coach® without prior written consent.

7. Limitation of Liability

While co-coach® strives to provide accurate and helpful guidance, we do not guarantee specific outcomes. co-coach® does not take any liability or responsibility as a result of actions you decide to take after viewing co-coach® content, information, advice and guidance within delivered services, and you release co-coach® of all liabilities. co-coach® will not be held liable for any loss, damage, or disappointment resulting from the use of our services.

8. Eligibility

- Our services are not available to individuals under the age of 18.
 - In the event of a mistake where a booking is made by or for someone under 18, a full refund will be issued.
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9. Cancellation and Refunds

- Clients, organisations, and businesses understand that prices include planning, preparation, delivery, reviews, and any other duties considered necessary by co-coach®.
 - For one-to-one mentoring or careers advice sessions, cancellations made at least 48 hours before the scheduled session will be eligible for a full refund or rescheduling.
 - Cancellations made less than 48 hours in advance are not eligible for a refund but may be rescheduled at co-coach®'s discretion.
 - CPD event cancellations made less than 72 hours before the event will result in a 50% refund.
 - In the event co-coach® cancels a session or event, clients will receive a full refund or the option to reschedule.
 - Refunds will be processed back to the original payment method within 14 working days.
 - co-coach® reserves the right to cancel services at any time.
 - Refunds are not issued for misconduct or failure to comply with the terms outlined.
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10. Complaints

If you have a complaint about our services, please contact us at co-coach@hotmail.com. We will aim to resolve any issues promptly and fairly.

11. No-Show Policy

If a client does not attend a scheduled session without prior notice, no refund will be issued. Clients must contact co-coach® to rebook sessions or events.

12. Changes to Terms and Conditions

co-coach® reserves the right to update these Terms and Conditions at any time. Clients will be notified of significant changes via our website and email. Terms and conditions remain in place throughout the entirety of the service but may be changed at co-coach®'s discretion.

13. Governing Law and Dispute Resolution

You agree that any dispute between you and us regarding these Terms will only be dealt with by the English courts, except that (if you are a consumer and not a business user) and if you live in a country (which, for these purposes, includes Scotland or Northern Ireland) of the European Union other than England, you can choose to bring legal proceedings either in your country or in England, but if we bring legal proceedings, we may only do so in your country.

14. Force Majeure

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co-coach® is not liable for any failure or delay in performing services due to circumstances beyond our control, such as natural disasters, technical outages, or other unforeseen events.

15. Data Protection

co-coach® complies with the UK GDPR, ensuring all client data is collected, stored, and processed responsibly. Personal information is never sold or shared.

- co-coach® may use anonymized client data for feedback or business improvement purposes.
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16. Accessibility Statement

co-coach® aims to make services accessible. Clients with specific needs can request accommodations by contacting us directly.

17. IT Security and Virus Disclaimer

co-coach® is not responsible for viruses and/or other code that may have contaminating or destructive elements. By purchasing our services, you agree that it is your responsibility to implement appropriate IT security safeguards to protect your devices and data.

18. Results Disclaimer

Though co-coach® has every positive and willing intention to support progression, it is not guaranteed. The purchaser of the service is solely responsible for their own development when using a co-coach® service.

19. Severability and Entire Agreement

If any provision of these Terms is found to be unenforceable or invalid, that provision will be limited or eliminated, to the minimum extent necessary, so that these Terms shall otherwise remain in full force and effect and enforceable. You and co-coach® agree that these Terms and any document expressly referred to in them are the complete and exclusive statement of the mutual understanding between you and co-coach®, and that it supersedes and cancels all previous written and oral agreements, communications, and other understandings relating to the subject matter of these Terms.

20. Non-Competition Clause

Clients are restricted from redistributing or teaching any proprietary methods or materials provided by co-coach® without prior consent.

21. Confidentiality Breach Exceptions

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co-coach® will uphold confidentiality unless required to breach it due to legal obligations, such as safeguarding concerns or court orders.

22. Third-Party Tools Disclaimer

co-coach® uses third-party tools, including but not limited to Zoom, Microsoft Teams, and Google Drive, for service delivery. By using our services, you acknowledge that co-coach® and the sole trader owner are not liable for any issues arising from the use of these tools.

23. Recording of Sessions

If sessions are recorded for quality or training purposes, client consent will be obtained in advance. Recordings will be stored securely and used only for the intended purposes.

24. Cookies Disclaimer

co-coach® uses cookies on its website to improve user experience and collect anonymized analytics data. By using the website, you consent to the use of cookies in accordance with our cookie policy.

25. Indemnity Clause

By using co-coach® services, you agree to indemnify co-coach® and the sole trader owner against any claims, liabilities, or expenses arising from third-party disputes resulting from your use of our services.