



Terms and Conditions

One-2-One Coaching

Definitions

'Coaching' is a process that takes place when a client and coach enter into a partnership for the benefit of the client desire for personal development. A 'Coach' is the person engaged to support a client by appointment for personal development and growth using agreed techniques and goal setting. A 'Client' is the person who makes a choice to develop, grow and achieve goals by engaging a coach to support them through the process. 'One-2 One Coaching' ('personal coaching', 'business coaching' and 'executive coaching') means the partnership between the coach and the client in an agreement to conduct coaching sessions in person or over the telephone at agreed times and over an agreed time frame. 'Coaching sessions' are the agreed appointed periods of time during which the coaching process takes place.

Coaching Sessions

Coaching sessions will be carried out in person or over the telephone at mutually agreed times and places during an agreed time frame. Both client and coach will be expected to be on time for all sessions.

Session Length

Business or Executive One-2-One coaching, at an agreed venue, will normally take place fortnightly for each client, lasting 1.5 or 2 hours or at such other times as is agreed during the time frame and may include more than one client for each on-site visit. Personal One-2-One coaching sessions by telephone will normally take place fortnightly and last one hour per session or at such other times as is agreed during the time frame. E-mail support will be available subject to availability.

Session Times.

The client, giving a minimum of 48 hours notice, may change coaching session appointment times. If more than 3 sessions are changed or cancelled during the agreed time frame a discussion with the individual client, or leader within an organisation, will be requested with a view to terminating this Agreement (and the provisions below relating to termination shall apply). A coaching session may be deemed to have taken place if less than 48 hours notice is given. If for any reason, the coach has to cancel a coaching session then the session will be rescheduled at a mutually agreeable time.

Client Preparation

Clients are expected to action tasks and/or achieve goals as part of the self-directed learning process from coaching sessions. A client is expected to carry out any action, matter or thing in preparation for future sessions as agreed. A client must advise the coach if they become aware that these actions will not or, cannot be performed. In a situation where a client refuses to carry out agreed actions, then the coach may terminate this Agreement (and the provisions below relating to termination shall apply).

Coaching Techniques

The client needs to acknowledge that coaching sessions may be personally and physically challenging and that there can be occasions when the client may feel emotional challenges. The client must schedule all sessions at times and in environments that ensure the best physical, mental and emotional states and conditions required to conduct the coaching session and shall (if necessary) cancel any coaching session in a situation when they are not feeling healthy enough to continue.

The client will not hold the coach liable for any loss or cost incurred by the client (or any person related to the client) in the event of mental, physical, emotional stress or distress (or other ailment or condition) caused either directly or indirectly in relation to the coaching sessions. The client will indemnify the coach in the event of any such claim.

Coaching Workshops

Definitions

'Coaching' is a process that takes place when a client and coach enter into a partnership for the benefit of the client desire for personal development. 'Workshop' means more than one person experiencing the coaching process, setting individual goals and sharing information together as part of a group. 'Booking' means the agreement between The Comfort Zone and the client(s) for attendance at a Comfort Zone Coaching Workshop on specified dates. 'Client' means any individual client or organisation who approaches The Comfort Zone with a view to investing in a workshop.

Booking Form

Booking forms must include a signature for payment authorisation of the workshop investment fee. Once a booking is accepted and confirmed by The Comfort Zone the client becomes liable for the workshop investment fee, administration and/or cancellation charge.

The Comfort Zone reserves the right to change the venue or time of a workshop, to cancel or to substitute another coach, when necessary. If this is the case we will inform you as soon as possible and provide you with alternative options, information about travel directions etc.

Workshop Investment Fees and Payment

Workshop investment fees are payable in advance. We reserve the right to refuse a place on a workshop to clients who have not paid in advance. Volunteer rates are available to individuals who are being sponsored by a UK organisation approved by The Comfort Zone.

All workshop investment fees must be paid in full 30 days prior to the date of the workshop. BACS payments can be made payable to The Comfort Zone (UK) Ltd. (Details on Booking Form) Payment authorisation must be included with the booking form. Receipts will be issued on request.

Cancellation Charges

The Comfort Zone reserves the right to cancel, postpone or otherwise alter the content or date of a workshop without notice. In such circumstances, The Comfort Zone will endeavour to reschedule the workshop at the soonest possible date.

Cancellation charges apply when a suitable substitution is not made at the time of cancellation.

Notice of Cancellation	Percentage of Investment Fee Due
Less than 30 days	50%
Less than 15 days	100%
Weekends are included in the above calculations	

Substitutions

If a client is unable to attend an event, one substitution and/or transfer to another event is acceptable within the terms and conditions described above. Further transfers and substitutions made less than 15 days prior to the original course date will incur an administration charge of 2% of the workshop investment fee per client.

Organisations wishing to make a substitution must provide the name of the substitute client at the time of the substitution request.

The Comfort Zone may, at its own discretion, waive the cancellation charge if a substitution is made.

Client Obligations

The Comfort Zone reserves the right to refuse admission to or cancel individual or group's workshop attendance rights if they deem the client to be acting aggressively, inappropriately or whose behaviour is in any way thought to be disrupting the workshop. No monies will be refunded in these cases.

Independent Equal Access

If you have any additional requirements due to a disability or any other reason you must discuss and agree your specific requirements with The Comfort Zone in advance of the booking.

Coaching General

Intellectual Property Rights

The client has no right to use or reproduce any of the processes, techniques, presentations, methodologies or materials used by the coach in the coaching sessions, workshops or other coaching activities ("Materials"). The client must not at any time use or reproduce the "Materials" in any manner, shape or form (except for their own personal use) and the client shall ensure that no agent nor any related corporate body use or reproduce the "Materials" in any manner, shape or form. The client shall indemnify and keep the coach indemnified in respect of any loss or damage caused or sustained by the coach in the event of the client breach of this paragraph.

Confidential Material

As part of the coaching process the coach may need to obtain personal details or confidential material relating to the client. The coach shall use all reasonable endeavours to ensure that such material shall not be disclosed to any third party without your prior consent.

The Coach is an Independent Contractor

The client must acknowledge that the coach has been engaged solely as an independent contractor. The coach will act at all times as an independent contractor and have no authority to bind or represent any other party in any way. The client shall not hold any party liable for any act, matter or thing done or, to be done by the coach, in the course of the coaching.

Liability & Indemnity

The Comfort Zone shall not assume any responsibility for individual outcomes as a result of partaking in the coaching process.

Clients acknowledge that all life changes must come from within and are not the responsibility of The Comfort Zone

The Comfort Zone is not responsible for any loss; injury, damage, expense or delay incurred attending a session or workshop.

Termination of Agreement

The coach may terminate this Agreement before the end of the agreed time frame on written notice to the individual client or organisation if:

(a) A client fails to perform or observe any of the terms of this Agreement and fails to correct such breach within 5 business days of a notice from the coach to correct that failure.

(b) A client fails to perform any term of this Agreement, which is incapable of correction.

The client may terminate this Agreement if the matters above in paragraphs (a) and (b) are applicable to the coach.

Either the coach or the client may terminate the Agreement by arrangement.

Insurance

The Comfort Zone (UK) Ltd is insured with Westminster Insurance for professional indemnity.

Public liability insurance is the responsibility of the client venue chosen for the coaching session or workshop.

Data Protection

The Comfort Zone (UK) Ltd is registered with the data protection register.

The Comfort Zone does not sell, trade or rent your personal information. Your details will be added to The Comfort Zone database in order to process your booking, and so that you can be kept up to date with relevant details of our services.

If you do not wish to receive any further information from us either by post, telephone or email, please contact our website at: info@thecomfortzoneuk.com

The Comfort Zone (UK) Ltd

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