



## Terms and Conditions

**Effective Date:** January 2026

**Business Name:** Reach Coaching

**Email:** info@reach-coaching.com

**Website:** www.reach-coaching.com

### 1. Introduction

These Terms and Conditions (“Terms”) govern the provision of executive coaching services by **Reach Coaching** (“Coach”, “we”, “us”, or “our”) to the client (“Client”, “you”, or “your”).

By booking or participating in any coaching session, programme, workshop, or group coaching service, you agree to be bound by these Terms.

### 2. Services

We provide executive, leadership coaching services including:

- One-to-one executive coaching
- Leadership coaching
- Group coaching programmes
- Workshops and facilitated sessions
- Online and in-person coaching

The scope, duration, and fees for services will be agreed separately in writing, including via email, proposal, booking form, or service agreement.

### 3. Coaching Relationship

Coaching is a collaborative and non-therapeutic process intended to support professional and personal development.

You acknowledge that:

- Coaching is not psychotherapy, counselling, legal advice, financial advice, or medical treatment.
- You remain solely responsible for your decisions, actions, wellbeing, and results.
- No specific outcomes or guarantees are provided.



If we believe coaching is no longer appropriate, we may recommend alternative professional support.

## 4. Client Responsibilities

You agree to:

- Attend sessions punctually
- Participate actively and honestly
- Complete agreed actions or reflections where applicable
- Provide accurate information relevant to the coaching engagement
- Behave respectfully toward the Coach and other participants

For group coaching, you also agree to maintain confidentiality regarding other participants.

## 5. Fees and Payment

### 5.1 Fees

Fees will be specified in the relevant proposal, invoice, booking page, or agreement.

### 5.2 Payment Terms

Unless otherwise agreed:

- Invoices are payable within 14 days
- Sessions may be withheld until payment is received
- All prices are stated in GBP (£) and exclusive of VAT unless otherwise stated

### 5.3 Late Payments

We reserve the right to:

- Charge statutory interest under the Late Payment of Commercial Debts (Interest) Act 1998
- Suspend services until outstanding amounts are paid

## 6. Cancellation and Rescheduling

### 6.1 Individual Coaching

You may reschedule an individual session with at least **48 hours' notice**. Sessions cancelled with less than 48 hours' notice may be charged in full.



## 6.2 Group Coaching and Workshops

Group programmes and workshops are generally non-refundable once commenced.

If you cannot attend a session, we are not obliged to provide a replacement session unless agreed otherwise.

## 6.3 Cancellation by Us

We may reschedule sessions due to illness, emergency, or circumstances beyond our reasonable control. Where rescheduling is not possible, a refund for the affected session will be provided.

# 7. Confidentiality

We will treat information shared during coaching as confidential except where:

- Disclosure is required by law
- There is a risk of serious harm
- You consent to disclosure

For corporate-sponsored coaching engagements, reporting arrangements and confidentiality boundaries will be agreed in advance.

Group coaching participants acknowledge that confidentiality cannot be absolutely guaranteed among participants, although all participants are expected to respect confidentiality obligations.

# 8. Data Protection

We process personal data in accordance with applicable UK data protection laws, including the UK GDPR and the Data Protection Act 2018.

Personal data will be used only for purposes connected with delivering coaching services, administration, legal compliance, and business operations.

For more information, please refer to our Privacy Policy.

# 9. Intellectual Property

All materials, frameworks, worksheets, presentations, recordings, and resources provided remain our intellectual property unless otherwise agreed in writing.

You may use materials for your own personal or internal business use only and may not reproduce, distribute, or commercialise them without prior written permission.



## **10. Recording of Sessions**

Sessions may not be recorded by you without prior written consent.

Where sessions are recorded by us for training or operational purposes, your consent will be obtained in advance.

## **11. Online Sessions**

For virtual coaching sessions:

- You are responsible for ensuring suitable internet access and equipment
- We are not liable for interruptions caused by technical failures outside our control
- Sessions may be conducted using third-party platforms such as Zoom or Microsoft Teams

## **12. Limitation of Liability**

To the maximum extent permitted by law:

- Our total liability arising from the services shall not exceed the total fees paid by you for the relevant services
- We are not liable for indirect, consequential, or loss of profit damages
- Nothing in these Terms excludes liability for death, personal injury caused by negligence, fraud, or any liability which cannot legally be excluded

## **13. Termination**

Either party may terminate the coaching engagement by written notice.

Any fees due for services already delivered remain payable.

We reserve the right to terminate services immediately where there is abusive, inappropriate, discriminatory, or unlawful behaviour.

## **14. Force Majeure**

We are not liable for failure or delay in performing obligations where caused by events beyond reasonable control, including illness, internet outages, strikes, pandemics, or governmental restrictions.

## **15. Complaints**

If you have a complaint regarding our services, please contact:



[info@reach-coaching.com](mailto:info@reach-coaching.com)

We will aim to respond within 14 business days.

## 16. Governing Law and Jurisdiction

These Terms are governed by the laws of England and Wales.

Any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## 17. Corporate Client Sponsorship

Where coaching services are sponsored or paid for by an employer, organisation, or third party ("Sponsor"):

- The coaching relationship remains professional and client-focused.
- The Client acknowledges that the Sponsor may receive limited administrative information relating to participation, attendance, scheduling, programme progress, or agreed objectives.
- The content of coaching discussions shall remain confidential unless:
  - the Client provides express consent;
  - disclosure is required by law; or
  - otherwise agreed in writing at the commencement of the engagement.
- Any reporting arrangements between the Coach, Client, and Sponsor shall be agreed in advance, including the scope and limits of confidentiality.
- The Sponsor remains responsible for payment of fees in accordance with agreed payment terms.

## 18. Psychometric Assessments

Where psychometric, behavioural, leadership, personality, or strengths assessments are used as part of the coaching process:

- Assessments are provided for developmental and informational purposes only.
- Assessment results should not be treated as medical, psychological, recruitment, legal, or diagnostic advice.
- The Coach does not guarantee the accuracy, completeness, or suitability of third-party assessment tools.
- The Client acknowledges that interpretation of assessment results may involve subjective professional judgement.
- Assessment materials, reports, and intellectual property remain the property of the relevant assessment publisher or licensor.
- Clients must not reproduce, distribute, or share proprietary assessment content without permission.



- The Coach may share assessment results with a Sponsor only where agreed in advance with the Client.

## **19. Media Consent and Testimonials**

We may request permission to use testimonials, feedback, case studies, photographs, video clips, or recordings for marketing, training, or promotional purposes.

- We will not publish identifiable testimonials, photographs, recordings, or personal information without prior consent.
- Consent may be withdrawn at any time by written notice, although materials already published or distributed before withdrawal may continue to be used where lawful.
- Clients are under no obligation to provide testimonials or participate in promotional activity.
- Where testimonials are provided, we reserve the right to edit them for clarity or length provided the meaning is not materially altered.

## **20. Use of AI Note-Taking and Administrative Tools**

We may use secure artificial intelligence (“AI”) tools and software applications to support administrative and operational activities including:

- session note-taking;
- meeting summaries;
- scheduling;
- transcription;
- action tracking; and
- document drafting.

Where AI tools are used:

- We will take reasonable steps to use reputable providers with appropriate security and confidentiality measures.
- AI-generated content may contain inaccuracies and remains subject to human review.
- We will not intentionally input highly sensitive personal data into AI systems unless appropriate safeguards are in place.
- Clients may object to the use of AI note-taking or transcription tools by notifying us in writing before a session.
- Any processing of personal data using AI tools shall remain subject to applicable UK data protection laws and our Privacy Policy.

## **21. Safeguarding, Equality, and Respectful Conduct**

We are committed to providing a professional, inclusive, respectful, and safe coaching environment.



We do not tolerate:

- discrimination;
- harassment;
- bullying;
- victimisation;
- abusive behaviour; or
- unlawful conduct

on the basis of protected characteristics including age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Clients and participants agree to behave respectfully toward the Coach and all participants in coaching sessions, workshops, and group programmes.

We reserve the right to suspend or terminate services immediately where behaviour is considered threatening, discriminatory, abusive, or inappropriate.

Where safeguarding concerns arise involving risk of harm to a Client or another person, we reserve the right to disclose relevant information to appropriate authorities or professionals where reasonably necessary and legally permitted.

We aim to make reasonable adjustments for accessibility requirements where requested in advance.