



Terms and Conditions

Effective date: 31/8/26

Business name: Transition Point Coaching

Contact email: info@transitionpointcoaching.co.uk

Website: www.transitionpointcoaching.co.uk

These Terms and Conditions govern the services provided by Transition Point Coaching ("we", "us", "our") to any client, user, or purchaser ("you", "your").

By booking, purchasing, or using our coaching services, website, programmes, or related materials, you agree to these Terms and Conditions.

1. About Our Services

Transition Point Coaching provides coaching services designed to support personal and/or professional development. Services may include:

- 1:1 coaching sessions
- Group coaching
- Workshops
- Online programmes
- Digital resources
- Email or messaging support
- Other related services as described at the time of booking or purchase

Coaching is a collaborative and forward-focused process intended to support reflection, decision-making, accountability, and growth. Coaching is not therapy, counselling, medical treatment, legal advice, or financial advice.

2. Eligibility

By using our services, you confirm that:

- You are at least 18 years old, or you have the consent of a parent or legal guardian where legally permitted.
- You have the legal capacity to enter into a binding agreement.
- The information you provide to us is accurate and complete.

We reserve the right to refuse service where we reasonably believe our services are not appropriate for your needs.

3. No Guaranteed Results

We aim to provide high-quality coaching and support. However, results are not guaranteed. Your progress and outcomes depend on many factors, including your own effort, circumstances, decisions, consistency, and willingness to engage with the process. Any testimonials, case studies, or examples shared by us are illustrative only and do not guarantee similar results.

4. Client Responsibility

You acknowledge and agree that:

- You are responsible for your own decisions, actions, and results.
- You remain solely responsible for your physical, mental, and emotional wellbeing during and after coaching.
- You will seek appropriate professional advice or treatment where needed.
- You will participate honestly and respectfully in sessions and communications.

If you are experiencing severe emotional distress, a mental health crisis, or any medical issue, coaching should not be used as a substitute for qualified professional care.

5. Booking and Payment

All sessions, programmes, and services must be booked and paid for in accordance with the pricing and payment terms communicated at the time of purchase.

5.1 Prices

- All prices are listed in GBP unless otherwise stated.
- We reserve the right to change our prices at any time.
- Any price changes will not affect services already purchased unless clearly stated.

5.2 Payment Timing

- Payment may be required in full in advance, by instalments, or under a payment plan agreed at the time of booking. Payments must be completed 48 hours in advance of your session otherwise you will face cancellation.
- Where instalment plans apply, you agree to make payments on the agreed dates.

5.3 Late or Missed Payments

If payment is late or missed, we may:

- suspend access to sessions, programmes, or materials;
- cancel future bookings; and/or
- require full payment before continuing services.

You remain responsible for paying any outstanding amounts due for services already committed to or delivered, subject to your statutory rights.

6. Cancellations, Rescheduling, and Missed Sessions

6.1 Client Cancellations and Rescheduling

If you need to cancel or reschedule a session, you must give at least 48 hours' notice by email or through the agreed booking system.

- Sessions cancelled with sufficient notice may be rescheduled, subject to availability.
- Sessions cancelled with less than 48 hours' notice may be charged in full.
- If you do not attend a session without notice, the session will usually be treated as forfeited and non-refundable.

6.2 Our Cancellations

If we need to cancel or reschedule a session, we will offer a reasonable alternative appointment. If we cannot provide the service within a reasonable time, we may offer a refund for the affected session or unused portion of the service.

6.3 Coaching Packages

Where sessions are purchased as part of a package:

- sessions must be used within 12 months from the purchase date unless otherwise agreed in writing;
- unused sessions after that period may expire and become non-refundable, unless required otherwise by law.

7. Refund Policy

Unless otherwise stated in writing:

- Fees for completed coaching sessions are non-refundable.
- Fees for programmes, packages, workshops, or digital products are non-refundable once access has been provided or the service has begun, except where required by law.
- If a refund is agreed at our discretion, it may be subject to deduction for services already delivered, administrative costs, or non-recoverable transaction fees where permitted by law.

If you are a consumer, nothing in these Terms affects your statutory rights, including any mandatory cancellation or cooling-off rights that apply under applicable law.

8. Distance Selling and Digital Content Consent

Where services or digital content are purchased online or at a distance, you expressly agree that:

- we may begin supplying services before any statutory cancellation period ends; and
- where digital content is made available immediately, you consent to immediate access.
- You acknowledge that this may affect your right to cancel or receive a refund once the service has started or digital content has been accessed, to the extent permitted by applicable law.

9. Confidentiality

We will treat information shared during coaching as confidential and will not knowingly disclose it to third parties except:

- where required by law;
- where there is a serious concern about safety or risk of harm to you or others;
- where disclosure is necessary for professional advisers, legal compliance, or business operations, subject to appropriate confidentiality protections.

You acknowledge that confidentiality cannot be guaranteed in every circumstance, including where third-party platforms, email systems, or internet communications are used. For group coaching, workshops, or mastermind settings, we ask all participants to respect confidentiality, but we cannot guarantee that other participants will do so.

10. Data Protection and Privacy

We collect, use, and store personal data in accordance with our Privacy Policy and applicable data protection laws.

By using our services, you acknowledge that we may process your personal information for purposes including:

- providing coaching services;
- scheduling and administration;
- payment processing;
- communicating with you;
- legal and regulatory compliance; and
- improving our services.

You are responsible for reviewing our Privacy Policy to understand how your data is handled.

11. Intellectual Property

All materials provided by Transition Point Coaching, including but not limited to worksheets, templates, recordings, frameworks, programme content, guides, videos, downloads, branding, text, graphics, and website content, remain our intellectual property or the property of our licensors. You may use these materials for your personal, non-commercial use only unless we expressly agree otherwise in writing. You must not, without prior written permission:

- copy, reproduce, republish, or distribute our materials;
- modify, sell, sublicense, or exploit our materials commercially;
- share paid programme content, login access, or client resources with third parties;
- record coaching sessions or group calls without permission.

12. Session Recordings

Sessions will only be recorded where expressly agreed.

If recordings are provided:

- they are for your personal use only;
- they must not be copied, shared, published, or distributed without our written consent;
- we may remove access to recordings at any time unless otherwise agreed.

13. Website Use

When using our website, you agree not to:

- use the site for any unlawful purpose;
- interfere with the operation or security of the site;
- upload malicious code or harmful material;
- attempt unauthorized access to systems, accounts, or data;
- copy or scrape website content without permission.

We do not guarantee that the website will always be available, secure, or error-free.

14. Third-Party Platforms and Services

We may use third-party platforms and providers for scheduling, video calls, payments, email communications, file sharing, or programme hosting.

We are not responsible for:

- outages, errors, or security failures caused by third-party providers;
- delays or losses caused by your own internet connection, equipment, or software;
- third-party terms, policies, or practices.

Your use of those third-party platforms may also be subject to their own terms and privacy policies.

15. Health and Wellbeing Disclaimer

You understand that coaching may involve discussion of goals, habits, mindset, relationships, work, stress, or personal challenges. However:

- we do not diagnose, treat, or prevent any medical or mental health condition;
- we do not provide psychotherapy, counselling, or clinical services unless explicitly stated and legally qualified to do so;
- nothing provided through our services is intended as medical, psychiatric, legal, tax, or financial advice.

If you have concerns in any of these areas, you should seek guidance from a suitably qualified professional.

16. Limitation of Liability

To the fullest extent permitted by law, Transition Point Coaching will not be liable for any indirect, incidental, special, consequential, or punitive loss or damage, including loss of profits, loss of opportunity, business interruption, loss of data, or reputational harm arising out of or connected with your use of our services, website, or materials. Our total liability for any claim arising out of or in connection with our services shall be limited to the amount you paid to us for the specific service giving rise to the claim.

Nothing in these Terms excludes or limits liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation; or
- any other liability that cannot legally be excluded or limited.

17. Indemnity

You agree to indemnify and hold harmless Transition Point Coaching from and against any claims, liabilities, damages, losses, and expenses arising out of:

- your misuse of our services or materials;
- your breach of these Terms; or
- your violation of any law or third-party rights.

18. Termination

We reserve the right to suspend or terminate services immediately, with or without notice, if:

- you breach these Terms;
- your behaviour is abusive, threatening, discriminatory, or otherwise inappropriate;
- we reasonably believe the coaching relationship is no longer effective or appropriate;
- continuing to provide services would create legal, ethical, or safety concerns.

Where appropriate, we may refund any prepaid fees for unused services, less any amounts due for services already provided, except where termination is due to serious breach or misconduct. You may stop using our services at any time, but this does not automatically entitle you to a refund.

19. Force Majeure

We will not be responsible for failure or delay in performing our obligations where this is caused by events beyond our reasonable control, including illness, natural disasters, power failures, internet outages, strikes, government restrictions, or platform failures.

20. Complaints

If you have a complaint about our services, please contact us at info@transitionpointcoaching.co.uk with details of the issue. We will aim to review and respond within a reasonable time.

21. Governing Law and Jurisdiction

These Terms and Conditions shall be governed by and construed in accordance with 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, unless mandatory consumer law provides otherwise.

22. Changes to These Terms

We may update these Terms and Conditions from time to time.

The latest version will apply to any new bookings or purchases from the date it is published. Where appropriate, we may notify existing clients of material changes.

23. Entire Agreement

These Terms, together with any booking confirmation, service agreement, programme description, and Privacy Policy, form the entire agreement between you and Transition Point Coaching in relation to the services provided.

24. Contact

Transition Point Coaching

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