

Transform Your Next Chapter - Terms & Conditions

For Coaching Services (1:1 and Group)

Provider: **Brenda Crossley, trading as Transform Your Next Chapter**

Contact: hello@transformyournextchapter.com

1. Introduction

These Terms & Conditions outline the agreement between you ("the client") and **Brenda Crossley, trading as Transform Your Next Chapter** ("I", "me", "my") for the provision of coaching services.

Please read them carefully before booking any sessions or programmes.

By purchasing coaching services, you agree to these Terms & Conditions.

2. The Contract Between Us

A contract is formed once full payment has been received and I send you written confirmation (usually by email).

Payment represents your offer to purchase coaching services; acceptance occurs when I confirm your booking.

3. Services Provided

I offer:

- **1:1 Next Chapter Coaching**
- **Group Coaching Programmes**
- **Digital products**, including an ebook with self-directed learning, access to a Facebook support group, and embedded training videos
- Additional services may be added over time

Full details of each service will be provided before purchase.

4. Payment

- Payment is required **in full and in advance** via PayPal or Stripe.
- Sessions or programmes will not begin until payment has been received.
- If payment fails or is reversed, services may be paused until resolved.

5. Cooling-Off Period (Your Legal Rights)

Under the Consumer Contracts Regulations, you have a **14-day cooling-off period** from the date of purchase.

However, if you wish to begin coaching **within the 14-day period**, you must expressly agree to this.

By agreeing to start early, you acknowledge:

- You may still cancel within the 14 days
- But I may deduct the cost of any sessions already delivered
- Once the service is fully delivered, the right to cancel no longer applies

I will ask you to confirm this in writing before we begin.

6. Cancellations, Rescheduling & Missed Sessions

To keep things clear and respectful for both of us:

6.1 Rescheduling

- You may reschedule a session with **24 hours' notice**.
- Missed sessions (no-shows) may be rearranged **once only**, at my discretion.

6.2 Cancellations

- Coaching services are **non-refundable**.
- If you choose to discontinue coaching, no refunds will be issued for unused sessions or partially completed programmes.

6.3 Group Programmes

- Group sessions cannot be rescheduled individually.
- If you miss a session, you may receive any available replays or materials (if applicable), but no refunds or replacements are offered.

7. Your Responsibilities as a Client

Coaching is a collaborative process. You agree to:

- Attend sessions on time
- Engage fully and honestly
- Take responsibility for your own decisions, actions, and wellbeing
- Seek professional support (medical, legal, financial, therapeutic) where appropriate

Coaching is not therapy, counselling, or medical treatment.

8. My Responsibilities as Your Coach

I agree to:

- Provide coaching services with care, professionalism, and integrity
- Maintain confidentiality except where legally required to disclose information
- Offer a supportive, non-judgmental environment
- Notify you promptly of any changes to sessions or availability

I am committed to practising coaching ethically and responsibly, in accordance with the International Coaching Federation Code of Ethics, which can be found at

<https://www.coachingfederation.org.uk/credentialing/icf-code-of-ethics>

9. Gentle Disclaimer

Coaching is a forward-focused, supportive process designed to help you explore possibilities, make decisions, and take aligned action.

I do not guarantee specific outcomes or results.

You remain responsible for your own choices, actions, and wellbeing throughout the coaching process.

10. Intellectual Property

All materials provided (worksheets, videos, digital products, written content, etc.) remain the intellectual property of **Transform Your Next Chapter**.

You may use them for personal use only and may not share, copy, or distribute them without permission.

11. Problems or Complaints

If you have any concerns about the service, please contact me directly at **hello@transformyournextchapter.com** so we can resolve things together.

12. Limitation of Liability

I am not liable for:

- Any business losses (lost profits, lost opportunities, etc.)
- Any decisions you make based on coaching discussions
- Any indirect or consequential losses

Nothing in these terms limits your statutory rights.

13. Changes to These Terms

I may update these Terms & Conditions from time to time.

The version in place at the time of your purchase will apply to your contract.

14. Governing Law

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

Any disputes will be handled under the jurisdiction of the English courts.

15. Contact

For questions, concerns, or support, please email:

hello@transformyournextchapter.com
