

# 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](mailto:hello@transformyournextchapter.com)

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## 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.

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## 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.

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## 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.

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## 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.
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## 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.

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## 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.

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## 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.

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## 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>

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## 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.

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## 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.

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## 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.

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## 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.

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### **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.

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### **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.

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### **15. Contact**

For questions, concerns, or support, please email:

**[hello@transformyournextchapter.com](mailto:hello@transformyournextchapter.com)**

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