

Your Accountability Coach

Client Terms & Conditions

By booking, purchasing or commencing coaching with Your Accountability Coach, you confirm that you have read, understood and agreed to these Terms.

These Terms & Conditions ("Terms") set out the agreement between **Your Accountability Coach** ("Your Accountability Coach", "us", "our") and the person purchasing or receiving coaching services ("you", "your", "Client").

1. Our Coaching Service

Your Accountability Coach provides online accountability coaching designed to help clients stay focused, consistent and accountable towards their personal goals.

Depending on the package you have purchased, the service may include:

- Daily accountability and motivational messaging via WhatsApp.
- A video or telephone coaching check-in approximately every two Your Accountability Coach..
- Goal setting and review.
- Support with maintaining routines, habits and consistency.
- Encouragement, guidance and constructive accountability

The length of services included will depend on the coaching package you have purchased.

Your Accountability Coach reserves the right to reasonably adjust the format or method of delivering the service where necessary.

2. Nature of Coaching

Your Accountability Coach provides **accountability, encouragement, guidance and coaching support.**

Coaching is not therapy, counselling, medical treatment, psychiatric care, financial advice, relationship advice, legal advice or any other regulated professional service.

Your Accountability Coach does not diagnose, treat or manage physical or mental health conditions.

You remain responsible for your own decisions, actions and choices throughout the coaching relationship.

If you require medical, psychological, financial or other specialist advice, you should seek advice from an appropriately qualified professional.

3. No Guarantee of Results

Your Accountability Coach will provide coaching services with reasonable care and skill and will support you in working towards your goals.

Your Accountability Coach cannot guarantee any particular outcome or result.

Your progress depends on a number of factors, including your own actions, commitment, circumstances and consistency.

You acknowledge that coaching is a collaborative process and that you remain responsible for implementing any actions or changes you decide to make.

4. WhatsApp Communication

WhatsApp is used as a communication and accountability tool and is not intended to provide continuous or emergency support.

"Daily messaging" does not mean that Your Accountability Coach is available 24 hours a day or that every message will receive an immediate response.

Your Accountability Coach will aim to respond to messages within a reasonable timeframe.

You should not use WhatsApp or the coaching service for emergencies or urgent medical or mental health situations.

If you are experiencing an emergency or believe you or someone else is at immediate risk, contact the appropriate emergency or professional service.

5. Coaching Check-Ins

Fortnightly coaching check-ins will normally take place by video call or telephone, depending on your preference.

You are responsible for attending your scheduled appointments at the agreed time.

If you are late, the session may still finish at the originally scheduled time.

Where you do not attend a scheduled appointment without providing reasonable notice, the session may be treated as used.

6. Cancellation and Rescheduling

If you need to rearrange a coaching check-in, please provide as much notice as reasonably possible.

Your Accountability Coach will make reasonable efforts to accommodate a rescheduled appointment, subject to availability.

Repeated cancellations, missed appointments or failure to engage with the service may affect the effectiveness of the coaching programme.

Your Accountability Coach reserves the right to charge for or treat as used appointments that are cancelled with insufficient notice or missed without notice.

Any specific cancellation period or notice requirement applicable to your package will be communicated to you before purchase.

7. Fees and Payment

The price of your coaching package will be communicated to you before you purchase or commence the service.

Payment must be made using the payment method agreed between Your Accountability Coach and you.

Where a payment plan or recurring payment arrangement has been agreed, you are responsible for ensuring that payments are made when due.

If a payment is overdue, Your Accountability Coach may temporarily suspend coaching services until the outstanding payment has been received.

8. Refunds

Our refund policy will depend on the coaching package purchased and the circumstances of cancellation.

Nothing in these Terms removes or limits any legal rights you may have as a consumer, including rights that apply to online purchases and services under applicable UK consumer law.

Where applicable, you may have a statutory right to cancel an online contract within the relevant cancellation period.

9. Client Responsibilities

To get the most from the coaching service, you agree to:

- Be honest and open during coaching conversations.
- Take reasonable responsibility for your goals and actions.
- Make reasonable efforts to complete agreed actions.
- Attend scheduled coaching sessions.
- Communicate with us if your circumstances change or you are struggling to engage.
- Treat Your Accountability Coach respectfully and professionally.
- Provide information that is reasonably necessary for us to provide the coaching service.

You understand that Your Accountability Coach cannot be responsible for your progress if you choose not to engage with the coaching process.

10. Respectful Communication

Your Accountability Coach is committed to maintaining a professional and respectful coaching relationship.

Abusive, threatening, discriminatory, intimidating or inappropriate behaviour will not be tolerated.

If such behaviour occurs, Your Accountability Coach reserves the right to suspend or terminate the coaching relationship.

Where appropriate, Your Accountability Coach will provide reasonable notice before termination, but Your Accountability Coach may terminate the service immediately where serious misconduct occurs.

11. Confidentiality

Your Accountability Coach will treat information you share with us during coaching as confidential and will not intentionally disclose it to third parties except where:

- You have given us permission to do so;
- Disclosure is required by law;
- Disclosure is necessary to protect someone's safety;

- Your Accountability Coach reasonably believes disclosure is necessary to prevent serious harm; or
- Disclosure is otherwise permitted or required under applicable law.

Please remember that electronic communications, including WhatsApp and video/telephone services, may carry inherent security or privacy risks outside our control.

12. Personal Information and Data Protection

Your Accountability Coach may collect and process personal information in order to provide your coaching services, communicate with you, manage payments and administer your client relationship.

Your Accountability Coach will handle personal information in accordance with applicable UK data protection law.

You should ensure that your contact details remain accurate and up to date.

13. Third-Party Services

Our coaching service may use third-party platforms or services, including WhatsApp and video/telephone communication platforms.

Your Accountability Coach is not responsible for interruptions, technical failures or changes to third-party services that are outside our reasonable control.

You are responsible for having a suitable device, internet connection and access to the relevant communication services.

14. Limitation of Liability

Your Accountability Coach will provide services with reasonable care and skill.

To the extent permitted by law, Your Accountability Coach will not be responsible for losses that arise from:

- Your failure to follow or act upon coaching guidance;
- Decisions or actions you independently choose to take;
- Circumstances outside our reasonable control;
- Technical failures affecting third-party communication platforms; or
- Indirect or consequential losses that could not reasonably have been anticipated.

Nothing in these Terms excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot legally be excluded or limited.

16. Ending the Coaching Relationship

Either you or Your Accountability Coach may end the coaching relationship in accordance with the terms of your specific coaching package.

Your Accountability Coach may terminate the service immediately where there has been serious misconduct, abusive behaviour, non-payment or another serious breach of these Terms.

If Your Accountability Coach terminates the service, any refund that may be due will be considered in accordance with the applicable package terms and your statutory rights.

17. Force Majeure

Your Accountability Coach will not be responsible for failure or delay in providing the coaching service where this is caused by circumstances outside reasonable control.

This may include serious illness, technical failures, internet outages, natural disasters, government restrictions or other circumstances that could not reasonably have been prevented.

Where reasonably possible, Your Accountability Coach will notify you and seek to rearrange affected coaching services.

18. Changes to These Terms

Your Accountability Coach may update these Terms from time to time.

Where a change materially affects an existing coaching arrangement, Your Accountability Coach will provide reasonable notice where required.

The Terms applying to your purchase will be those provided to you at the time you entered into the relevant coaching agreement, subject to any lawful updates or variations.

19. Governing Law

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

Nothing in these Terms affects any mandatory consumer rights that apply to you under applicable law.

20. Client Acknowledgement

By purchasing or commencing coaching with Your Accountability Coach, you confirm that:

You have read and understood these Terms & Conditions.

You understand that Your Accountability Coach provides accountability coaching and is not a medical, mental health, relationship, legal or financial advice service.

You understand that results depend on your own participation, decisions and actions and that no specific result is guaranteed.

You understand how daily WhatsApp accountability and fortnightly check-ins will be provided.

You understand the cancellation, payment and refund terms applicable to my coaching package.

You agree to communicate respectfully and appropriately with my coach.

You understand that my personal information will be processed in accordance with the Your Accountability Coach Privacy Policy.

You agree to these Terms & Conditions.

By booking, purchasing or commencing coaching with Your Accountability Coach, you confirm that you have read, understood and agreed to these Terms.