

## **Terms and Conditions**

**1. Introduction** Welcome to Becky West Enterprises ("we," "our," or "us"). By using our website, services, or engaging in coaching sessions, you agree to comply with these terms and conditions. Please read them carefully before proceeding.

### **2. Services Provided**

- Executive, leadership, and personal development coaching, both online and in person, including outdoor coaching sessions. Our services are designed to support personal and professional growth but do not replace professional medical, psychological, or legal advice.
- Leadership development workshops and group coaching.
- Facilitation services

### **3. Coaching Sessions Booking and Payment**

- All sessions must be booked in advance through our website or directly with us.
- Payments must be made prior to the session unless otherwise agreed.
- We accept payment via PayPal through Calendly or BACS.

### **4. Coaching Sessions Cancellation and Rescheduling**

- Cancellations or rescheduling requests must be made at least 48 hours before the session.
- Cancellations made within 48 hours of the session may be subject to a cancellation fee of 100%.
- In the event of unforeseen circumstances, we reserve the right to reschedule sessions, with as much notice as possible provided to the client.

### **5. Group Workshop or Coaching Booking and Payment**

- All sessions must be booked directly with us.
- We will invoice post session delivery
- Payment terms are 14 days unless previously agreed otherwise.
- We accept payment via BACS.

## **6. Group Workshop or Coaching and facilitation Cancellation and Rescheduling**

- Cancellations or rescheduling requests must be made at least 7 days before the session.
- Cancellations made within 7 days of the session may be subject to a cancellation fee of 100%.
- In the event of unforeseen circumstances, we reserve the right to reschedule sessions, with as much notice as possible provided to the client.

## **7. Confidentiality**

- All coaching sessions and group workshops are confidential, and any information shared will not be disclosed to third parties without your consent, except where required by law.
- We adhere to the ICF and CIPD professional ethical standards to ensure a safe and trusted learning environment.

## **8. Client Responsibilities**

- Clients are responsible for their own actions and decisions.
- Coaching requires commitment; engagement in the process is key to achieving desired outcomes.
- Outdoor coaching sessions require appropriate attire and personal responsibility for safety.

## **9. Liability**

- We are not liable for any direct or indirect damages resulting from the use of our services.
- Clients engage in coaching at their own risk and must ensure they are fit to participate, particularly in outdoor sessions.

## **10. Intellectual Property**

- Any materials, exercises, or resources provided are for personal use only and may not be copied, shared, or distributed without permission.

## **11. Data Protection**

- Refer to our privacy policy also available on this website.

## 12. Amendments to Terms

- We reserve the right to update these terms at any time. Changes will be communicated via our website.

**13. Contact Information** For any queries regarding these terms, please contact us at [info@beckywest.co.uk](mailto:info@beckywest.co.uk)