



# SERVICE AGREEMENT

## INTRODUCTION: YOUR DUTY TO READ THIS DOCUMENT & ACCEPTANCE

Welcome! By choosing to work with me – whether through one-to-one coaching, group sessions, training or other services – you are committing to these terms and conditions. These are designed to ensure we have a clear understanding of how we will work together. By participating in any service I offer, you confirm you have read, understood and accepted this document.

Please note, I work exclusively as a Life Coach, offering coaching, training and related interventions.

### 1. DISCLAIMER

While I am here to support you on your journey, I do so solely as a Life Coach. I am not a therapist, counsellor, psychologist, psychiatrist, doctor or any other healthcare professional. If additional support is required, I encourage you to consult the appropriate professionals.

### 2. PAYMENT

All sessions and services must be paid for in advance. Payment instructions for one-to-one coaching sessions will be sent to you in writing. For group sessions, training or other services, payment must be made as instructed. Please note that sessions may be rescheduled or cancelled if payment is not received on time.

### 3. REFUND POLICY

Refunds will only be issued if the session hasn't taken place, and no preparation has been done on my part. If a refund is approved, it will be processed within 60 days of your request. Please note, no refunds are available for sessions or services that have already occurred.

### 4. RESCHEDULING POLICY

Life happens – I get it! If you need to reschedule a one-to-one coaching session, please give me at least 24 hours' notice.

In emergencies, I may offer a one-time, no-fee rescheduling option at my discretion. This applies only to one-to-one coaching sessions. If you miss or reschedule a session without 24 hours' notice after using the one-time option, the refund policy above will apply.

### 5. CLIENT RESPONSIBILITY

Your progress depends on your commitment and action. My role is to support, guide and empower you, but the responsibility for achieving your goals lies with you. To get the most from our sessions, I encourage you to stay open, engaged and proactive.

## 6. CONFIDENTIALITY & SAFEGUARDING

Your privacy is important to me. Everything we discuss – whether in sessions, emails or other communications – will remain strictly confidential. The only exception is if I have reason to believe that you or someone else may be at serious risk of harm. In these situations, I am obligated to take appropriate action to ensure safety.

## 7. DATA PROTECTION & PRIVACY

Your privacy is important to me, and I am committed to protecting your personal information. I will collect and process personal data (such as your name, contact details, and session notes) only to provide the services you've requested and to meet legal obligations.

Your data will not be shared with third parties without your consent, unless required by law. You have the right to access, amend or request deletion of your data at any time. Please contact me to exercise these rights. All personal data will be securely stored and handled in line with data protection and GDPR laws.

## 8. TERMINATION

My goal is to create a positive, supportive experience for all clients. However, if the terms of this agreement are not followed or if inappropriate behaviour occurs (e.g., abusive or disrespectful conduct), I reserve the right to suspend or terminate our sessions. In such cases, refunds will not be provided and no further services will be offered.

## 9. INDEMNITY & LIMITATION OF LIABILITY

While I strive to provide the highest standard of service, you agree to indemnify and hold me, Ross Thompson (Life Coach), harmless from any claims, damages or liabilities arising out of our work together, except where negligence, misconduct or failure to meet professional standards on my part can be proven.

Please note, I am not responsible for any indirect, consequential or unforeseen damages, nor for any actions taken or not taken by you as a result of our sessions. It is your responsibility to seek additional professional support if required.

## 10. OTHER INFORMATION

This document replaces any earlier versions and was last updated on 1st August 2025.

I look forward to working with you.

*Ross Thompson*

**Ross Thompson**

Specialist Coaching & Training