



SERVICE AGREEMENT & PRIVACY NOTICE

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, providing coaching, training, supervision and related support.

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.

For group sessions and training, payment secures your place and is non refundable if you subsequently choose not to attend or do not attend the session.

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.

For group sessions, participants are expected to respect the privacy and confidentiality of everyone attending. Information shared by another participant during a group session must not be repeated, shared, discussed or disclosed outside the session without that person's permission. While I will take reasonable steps to create a confidential environment, I cannot guarantee the actions of other participants. By participating in a group session, you agree to respect the confidentiality of others.

7. RECORDING, TRANSCRIPTION & AI TOOLS

To protect privacy, confidentiality and the quality of the coaching experience, sessions must not be audio recorded, video recorded, photographed, screen recorded, transcribed or otherwise captured by clients or participants without my prior written permission.

The use of AI meeting assistants, AI note taking tools, automated transcription services, digital assistants or similar technology that joins, records, listens to, transcribes or analyses a session is not permitted unless I have given prior written permission.

For online group sessions, this applies to all participants. You must not invite, connect or allow any third party, recording device or AI tool to attend or capture the session without my prior written permission.

I may take appropriate professional notes during sessions for the purposes of providing the service, maintaining appropriate records and meeting safeguarding, legal, regulatory or insurance requirements. These notes are not a recording or transcript of the session.

If a session is recorded or captured without permission, I reserve the right to end or suspend the session and, where appropriate, terminate the service in accordance with this agreement.

8. DATA PROTECTION & PRIVACY

Your privacy is important to me, and I am committed to protecting your personal information. I am Ross Thompson, trading as Ross Thompson (Life Coach), and I am responsible for deciding how and why your personal information is processed.

I will collect and process personal information that is reasonably necessary to provide the services you have requested, communicate with you, maintain appropriate records, process payments and meet legal, safeguarding, regulatory or insurance requirements. This may include your name, contact details, information relevant to your coaching or support, session notes and other information you choose to share with me.

Some services may involve sensitive or special category information, such as information relating to health or wellbeing. Where this information is processed, I will do so only where there is an appropriate lawful basis and condition under applicable data protection law.

My lawful basis for processing personal information may include providing the services you have requested, complying with legal obligations, pursuing legitimate interests or obtaining your consent where consent is appropriate.

Your personal information will only be shared where there is an appropriate and lawful reason to do so. Information may be shared with parents or carers as agreed as part of the service being provided. Where there is a safeguarding concern, information may be shared with an appropriate parent/carer, professional, organisation or relevant authority where necessary to protect the safety or wellbeing of you or another person. Information may also be shared with service providers supporting my business where necessary to provide my services or operate my business.

I will take reasonable steps to keep your personal information secure. I will retain information only for as long as reasonably necessary for the purpose for which it was collected, taking into account legal, regulatory, insurance, safeguarding and professional requirements.

You have rights in relation to your personal information, which may include the right to request access to, correction or deletion of your information, restriction or objection to certain processing, and the right to withdraw consent where processing is based on consent. Some rights are subject to legal exceptions.

If you wish to exercise your data protection rights or have any questions about how your information is handled, please contact me at ross@rtlifecoach.uk. If you have concerns about how your personal information has been handled, please contact me in the first instance. You also have the right to complain to the **Information Commissioner's Office (ICO)**.

9. 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.

10. 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.

11. OTHER INFORMATION

This document replaces any earlier versions and was last updated on 28th September 2026.

I look forward to working with you.



Ross Thompson
Specialist Coaching & Training