

Coaching & Consulting Agreement Terms & Conditions

UNDERSTANDING:

I The terms and conditions below apply to all coaching, mentoring, and consulting services provided by The Life-Work Lab LLC (TLWL) to any individual or organization (“the client”) and constitute the contract for the service to be provided by TLWL for the client. The term ‘coaching’ covers life coaching, personal coaching, executive coaching and business coaching for clients and where applicable includes mentoring or supervision services provided for clients, coaches or others.

II Coaching & Consulting is not psychological counseling or any type of therapy and should not be construed as such.

III In return for the fees payable by the client (or by a third party on their behalf), The Life-Work Lab LLC agrees to provide the service as described below and in accordance with the terms and conditions set out below. The client agrees to pay fees for the service on the terms and conditions set out below (in situations where a third party pays the fees, the third party counts as an agent acting on behalf of the client).

IV The date that the first coaching session takes place shall be deemed to be the start date for the service. Participation by any individual in the first coaching session constitutes acceptance of these terms and conditions.

RESPONSIBILITY & COMMITMENT:

The Life-Work Lab LLC will seek to enable the client to set and achieve goals that will help to bring about desired outcomes for the client. The client has sole responsibility for any decisions they may make following coaching OR CONSULTING with The Life-Work Lab. TLWL accepts no liability for the client’s actions. The Life-Work Lab LLC is not liable for any business or personal losses.

CONFIDENTIALITY:

I Personal information or business information supplied to The Life-Work Lab LLC by the client in coaching sessions will be treated as confidential. It will not be disclosed to a third party without the client’s prior permission unless where required by law.

II All documentation and information relating to the client will be held according to the Data Protection 1998, except as permitted by the client in writing or as required by law.

CLARITY & STYLE:

I The Life-Work Lab LLC will discuss with the client their preferred style of coaching. The client has the right to talk openly and candidly with their coach, and the client is encouraged to discuss any concerns they have with The Life-Work Lab LLC on any area of the coaching process. TLWL welcomes openness and honesty.

II Feedback about the service is welcomed and can be given during a coaching session or afterward by answering the reflection questions provided by the coach. Feedback can also be given via email to LeaBett@TheLifeWorkLab.com

III TLWL is continually striving to ensure the standard of service it provides to its clients remains outstanding. At the end of the coaching/consulting process, or series of sessions, the client will be asked for more detailed feedback.

PRICE AND PAYMENT

I All prices will be stated unless a customized package is created for the client. In this event, prices will be agreed upon and stated in a separate contract.

II TLWL accepts payment via PayPal with all major credit or debit cards. All payments are to be made on the checkout page linked to the site.

II Amount for coaching and consulting services must be paid in full at the time of booking unless a payment plan is selected.

III If client enters into a payment plan agreement with The Life-Work Lab LLC, client is responsible for making all payments in full at the agreed upon time. Failure to make appropriate payments can result in the withholding or loss of services.

OUR CONTRACT.

3.1 Your order is accepted when you complete the online order form and make your payment. Your payment creates a legally binding contract between you and The Life-Work Lab LLC.

3.2 Right to service. You have 6 weeks to redeem your coaching services. After 6-weeks, TLWL reserves the right to decline your project, and no refund will be provided.

3.3 Responsibilities. You are responsible for providing any materials and information requested by The Life-Work Lab. Likewise, you are responsible for attending appointments as outlined in the service description. It is the duty of The Life-Work Lab to do a job for you, but it is your duty to ensure that TLWL has what is needed to provide the best possible service.

3.4 Delivery. Within one week of our final coaching call and conditional upon completion of payment, TLWL will share all deliverables with you. If you have any questions after delivery, email Lea Bett at LeaBett@TheLife-WorkLab.com.

3.5 Copyright. I retain the copyright to all copy until I have shared the closing documents with you. Once shared, the copyright transfers to you.

REFUNDS.

4.2 The Life-Work Labs operate on a no-refund policy. Once work has begun, there will be no refunds. That stated, TLWL will work diligently to provide you with outstanding services.

4.2 If you change your mind about coaching services PRIOR to the start of the project, you have 7-days from the date of purchase to request a refund in writing. Refunds will be given at the discretion of The Life-Work Lab LLC. TLWL reserves the right to reject your request.

CANCELLATION & RESCHEDULING SESSIONS:

I If the client needs to reschedule a session, they should provide at least 48 hours' notice. No refunds will be given to clients for unused sessions unless 48 hours' notice has been given. In exceptional circumstances The Life-Work Lab LLC may need to reschedule a coaching session; in these circumstances, TLWL will use reasonable endeavors to provide a mutually satisfactory alternative appointment the client.

II In exceptional circumstances, such as illness or unavailability due to bereavement or other commitments, inappropriate behavior by the client, actual or potential conflict of interest,

or other reasons, The Life-Work Lab LLC can decide to terminate the service to the client early or refuse or be unable to provide further coaching sessions to the client. In such a circumstance the client will be given reasonable notice of termination by The Life-Work Lab LLC where practicable and will be refunded any advance payments made for coaching sessions not yet provided.

III There may be occasions when The Life-Work Lab LLC may recommend to the client that they seek an alternative service more suited to their current needs. In this event, TLWL will fully discuss the reasons for the recommendation with the client. It is the client's sole responsibility to decide whether to follow the recommendation and The Life-Work Lab LLC does not accept any liability for the outcome of any decisions the client chooses to make.

YOUR PERSONAL INFORMATION

I The Life-Work Lab LLC will use the personal information you provide: (a) to supply the services to you; (b) to process your payment for the services; and (c) if you agreed to this during the order process, to give you information about similar services that I provide, but you may stop receiving this at any time by contacting TLWL.

II The Life-Work Lab LLC will only give your personal information to third parties where the law either requires.

RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

8.1 The Life-Work Lab is not liable for any business losses. TLWL provides insight and recommendations based on information provided by you. TLWL will not be responsible for any business related losses or liabilities arising out your use, or implementation of insight.

OTHER IMPORTANT TERMS

I No other entity or person has any rights under this contract. This contract is between client and The Life-Work Lab LLC. No other person shall have any rights to enforce any of its terms.

II If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

II Which laws apply to this contract and where you may bring legal proceedings. These terms are governed by the law of the United States of America and you can bring legal proceedings in respect of the products in the courts of the United States of America