



## The Coaching Body Programme Terms of Use

### 1. Introduction

Welcome to The Coaching Body's Online Certified Performance Coaching Programme ("the Programme") and In-Person Events ("the Events"). By enrolling in the Programme or attending any of the Events, you ("the Participant") agree to abide by the following terms and conditions ("Terms of Use"). Please read these Terms carefully. If you do not agree with these Terms, you should not enrol in the Programme or attend the Events.

### 2. Definitions

- **Programme:** Refers to The Coaching Body's Online Certified Performance Coaching Programme, including all digital content, training modules, materials, coaching sessions, and related services provided.
- **Events:** Refers to all in-person events, workshops, seminars, and gatherings organised by The Coaching Body.
- **The Coaching Body:** Refers to The Coaching Body Limited, the organisation providing the Programme and Events.

### 3. Eligibility

By enrolling in the Programme or attending the Events, you represent and warrant that:

- You are at least 18 years old or have the consent of a legal guardian.
- You possess the legal capacity to enter into these Terms of Use.

The Coaching Body reserves the right to refuse access to the Programme or Events at its discretion.

### 4. Programme enrolment & Payment

- **Enrolment:** To enrol in the Programme, you must complete the online registration form and make the necessary payment. Access to Programme materials is granted once payment is successfully processed.
- **Payment:** Payment for the Programme is due upon enrolment unless otherwise agreed upon in writing. Fees for the Programme are non-refundable except in the cases outlined in the Refund Policy (Section 9).
- **Pricing:** The Coaching Body reserves the right to modify its pricing at any time. Prices will be locked at the time of your enrolment.
- **Access:** Upon successful registration and payment, you will receive access to

the Programme materials, which may include online courses, webinars, downloadable resources, and other content. Access is granted for the duration specified in the course terms.

## **5. Programme Content and Intellectual Property**

- All content provided in the Programme, including but not limited to videos, written materials, coaching tools, and proprietary methods, is owned by The Coaching Body or its licensors and is protected by intellectual property laws.
- Participants may not reproduce, distribute, or create derivative works based on Programme materials without prior written consent from The Coaching Body.
- You are granted a limited, non-transferable licence to access and use the Programme content for personal educational purposes only.

## **6. Conduct and Responsibilities**

- You agree to participate in the Programme and Events in a respectful and professional manner.
- You are responsible for any equipment or software required to access the online Programme (e.g., computer, internet connection, etc.).
- You agree not to engage in disruptive or inappropriate behaviour during online sessions or in-person events.
- The Coaching Body reserves the right to remove any Participant from the Programme or Events if their behaviour is deemed inappropriate or harmful to other participants or staff.

## **7. Confidentiality**

- As a Participant, you may have access to sensitive or personal information shared by fellow Participants or The Coaching Body. You agree to maintain the confidentiality of all such information and not disclose it to third parties.
- Any personal data you provide to The Coaching Body will be handled in accordance with the Privacy Policy (Section 10).

## **8. Disclaimers and Limitations of Liability**

- The Coaching Body makes no guarantees or warranties regarding the outcome of the Programme or Events. The Programme is designed to provide tools and techniques for personal growth, but individual results may vary.
- The Coaching Body is not liable for any direct, indirect, incidental, or consequential damages arising from your participation in the Programme or Events.
- You acknowledge that participation in coaching and related activities may involve emotional or psychological challenges. You are encouraged to seek professional assistance if necessary.

## **9. Refund Policy**

- Refunds for the Programme are available in explicit exceptional circumstances. If you wish to request a refund, you must do so within 30 days of purchase and meet the following conditions.
  - A refund made within 30 days of the purchase will incur a GBP500 cancellation fee.
  - Any refund thereafter will be non-refundable.
  - You must provide proof of purchase and a written request stating the reasons for your refund.
- For in-person one-day Events, refunds may be issued if the event is cancelled by The Coaching Body or if you provide notice of cancellation 14 days prior to the event date. Note: The refund policy for residential retreats is separate.

## 10. Privacy Policy

- The Coaching Body respects your privacy and is committed to protecting your personal data. Any personal information you provide will be handled in accordance with The Coaching Body's Privacy Policy, which is available on our website.

## 11. Termination

The Coaching Body reserves the right to suspend or terminate your access to the Programme or Events at any time, without prior notice, if you breach these Terms of Use or engage in behaviour deemed harmful to the Programme or its participants.

## 12. Force Majeure

The Coaching Body will not be held responsible for delays or failure in performance resulting from circumstances beyond its reasonable control, including but not limited to natural disasters, pandemics, or other unforeseeable events.

## 13. Governing Law and Dispute Resolution

- These Terms of Use will be governed by and construed in accordance with the laws of the United Kingdom.
- Any disputes arising from these Terms will be resolved through mediation or, if necessary, arbitration, in London, in accordance with the rules of the **respective Arbitration Organisations.**

## 14. Changes to Terms

The Coaching Body reserves the right to modify or update these Terms of Use at any time. You will be notified of any material changes, and your continued participation in the Programme or Events after such changes constitutes acceptance of the updated Terms.

## **15. Contact Information**

For questions or concerns regarding these Terms of Use, please contact The Coaching Body at:

- Email: [info@thecoachingbody.com](mailto:info@thecoachingbody.com)
- Phone: +447598161701