

## **Term and Conditions**

Agreeing to use any of our coaches or tutors through Dan Vockins Coach means that you agree to the following terms and conditions.

Any changes made to the terms and conditions will be communicated to clients through email and social media. The most up-to-date version can be found at [www.danvockins.co.uk](http://www.danvockins.co.uk)

These terms and conditions are applicable regardless of the tutor or coach used through my organisation (Dan Vockins Coach).

All coaches and tutors are self-employed and are not employees of Dan Vockins Coach.

### **1. Hourly rate**

1.1 The hourly rate varies depending on the service provided and who is providing that service. The rate will be agreed upon before sessions start.

1.2 Any changes to the hourly rate will be given at least 4 weeks in advance.

### **2. Invoicing and payments**

2.1 Invoices for services will be sent at the end of each month for any work carried out during that month. This means you will only ever pay for sessions that have been completed.

2.2 Payment can be made through BACS or in cash.

2.3 If you would prefer to pay at the end of each session, rather than the end of each month, then this can be arranged.

2.4 Payment should be made within 7 days of the invoice date.

2.5 If an invoice is made to a school, council or other organisation, the terms of payment that the organisation has in place will be followed.

### **3. Late payment**

3.1 If a payment is not made on time, a reminder will be sent through email.

3.2 If payment is 7 days late, a £5 late fee will be added to the invoice.

3.3 If payment is 14 days late, an additional £5 fee will be added, and sessions will terminate until payment is made.

3.4 £5 late fees will be added every 7 days until payment is completed.

3.5 If there are any issues with payments, you are asked to get in touch with Dan Vockins on 07891213656 or [contact@danvockins.co.uk](mailto:contact@danvockins.co.uk)

3.6 Payment plans can be put in place if you run into financial difficulty. This will ensure late fees are not added.

### **4. Cancellation Policy**

4.1 If you, the client, needs to cancel, then do so at the earliest opportunity.

4.2 If a tutor or coach needs to cancel, they will do so at the earliest opportunity.

4.3 If a client does not turn up to a session, or a session is cancelled at such short notice that the tutor or coach is travelling to the session, then the session will be paid in full.

4.4 If you, the client, regularly cancel sessions then sessions may be stopped altogether.

### **5. Contactable hours**

5.1 Ensure you ask the tutor or coach you work with what their contact hours are and adhere to their wishes.

5.2 [contact@danvockins.co.uk](mailto:contact@danvockins.co.uk) can be contacted at any time and Dan Vockins will respond as soon as possible.

**6. Terminating sessions**

6.1 If sessions are terminated by a coach or tutor, we will attempt to find a replacement as quickly as possible.

6.2 You, the client, can decide to terminate sessions at any point, although at least 2 weeks' notice will be required.

**7. Expectations**

7.1 If clients do not achieve their expected outcome from sessions, the responsibility will not be placed on the coach or tutor.

7.2 All coaches and tutors are adequately qualified and will do their utmost to support the clients achieve their desired outcomes.

**8. Safeguarding**

8.1 All coaches and tutors, who work with under 18s, hold an up-to-date DBS.