



## Terms and Conditions

Last updated: 22 March 2026

### 1. About the Business

These Terms and Conditions govern the use of services provided by Human Shift, a sole trader business operating in Scotland, United Kingdom.

All times are London (GMT/BST)

Contact email: [info@humanshiftcoaching.com](mailto:info@humanshiftcoaching.com)

### 2. Services

Human Shift provides online coaching and personal development services. Services are educational and developmental in nature and do not constitute therapy, counselling, medical, or mental health services. All services are currently delivered online unless otherwise agreed in writing.

### 3. Eligibility

Services are intended for individuals aged 18 years or over. We reserve the right to refuse or discontinue services where eligibility requirements are not met.

### 4. Coaching Relationship

Coaching is a collaborative process intended to support personal and professional development. We do not guarantee outcomes or results. You remain responsible for decisions, actions, and outcomes arising from coaching.

### 5. Health and Suitability

Our services are not a substitute for professional medical, psychological, legal, or financial advice. Clients are encouraged to seek appropriate professional support where required. We reserve the right to pause or discontinue services where we reasonably believe coaching is not suitable.

### 6. Fees, Cancellations and Rescheduling

Fees are payable in advance unless otherwise agreed. Sessions cancelled with less than 48 hours' notice may be forfeited without refund, as the time has been reserved and cannot reasonably be reallocated. Where we cancel a session for any reason and out of our control, an alternative date or refund will be offered.

### 7. Intellectual Property and Branding

All content, materials, branding, logos, visual identity, themes, and the Human Shift name are owned by us or licensed to us. Clients are granted a limited, personal, non-transferable licence to use materials provided solely for personal use. No copying, reproduction, distribution, imitation, or commercial use is permitted without prior written consent.

## **8. Confidentiality**

We aim to respect the confidentiality of information shared during coaching, subject to legal obligations, safeguarding concerns, and lawful disclosures. Online communications cannot be guaranteed to be completely secure.

## **9. Limitation of Liability**

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded under Scots law. Subject to this, we are not liable for indirect, incidental, or consequential loss arising from the use of our services.

## **10. Indemnity**

You agree to indemnify us for losses arising directly from your breach of these Terms.

## **11. Privacy and Data Protection**

Use of our services is also governed by our Privacy Policy, which explains how personal data is processed in accordance with UK GDPR and the Data Protection Act 2018.

## **12. Changes to These Terms**

We may update these Terms from time to time. The latest version will be made available on our website. Continued use of services constitutes acceptance of the updated Terms.

## **13. Governing Law and Jurisdiction**

These Terms are governed by the laws of Scotland. Any disputes shall be subject to the exclusive jurisdiction of the Scottish courts.

## **14. Contact Details**

For any questions regarding these Terms, please contact: [info@humanshiftcoaching.com](mailto:info@humanshiftcoaching.com)