**Terms and Conditions (By signing the contract you agree to these terms and conditions)**

Payment is required in advance of a block of sessions via BACS at the time of booking, when bank details will be provided to you. Where payment is has not been received by Alice in advance of a coaching session Alice is not obliged to provide the session.

If Alice Monkman Life Coach has to cancel a session, an alternative appointment shall be made, or a refund shall be offered.

If you cancel a session with less than 48 hours’ notice, the charge for that session is still payable.

Please note that the perceived outcome of any life coaching session you undertake is not guaranteed and I offer no warranty whatsoever regarding client experience or outcome. Consequently, no refunds will be made under any circumstances for any sessions once completed.

Alice Monkman Life Coach reserves the right to adjust pricing at any time. Sessions already booked and paid for shall be exempt from price adjustments. Existing clients shall be notified of price adjustments.

**Sessions**

Alice may assign the client tasks or exercises to complete between coaching sessions. There is no obligation on the client to complete these items of ‘homework’, but not doing so may slow the client’s progress in gaining improved quality of life or achieving desired personal outcomes.

The client may contact Alice by phone or e-mail between sessions to seek clarification regarding anything arising from a coaching session or for administrative purposes (e.g. where a client needs to rearrange a coaching session or discuss if they are coming in person or zoom to the next session, or make a payment). Additional coaching can also be provided between sessions but there will be an additional charge for this. Alice will always advise a client in advance if the nature of a client’s contact is likely to incur an additional charge and no such charges will be imposed without the client’s agreement.

**Rearranging sessions**

If a client needs to rearrange a coaching session, they should provide at least 48 hours notice. No refunds will be given to clients for unused coaching sessions unless 48 hours notice has been given. In exceptional circumstances Alice may need to rearrange a coaching session. In those instances she will also give the client 48 hours notice where practical.

Where a client pays for a session or sessions in advance they must have the coaching session(s) that they have paid for within 6 months of the payment or their fee is forfeited.

Alice Monkman Life Coach