

Terms & Conditions

Last updated: September 30, 2025

Welcome to **DRIVE. Organizational Solutions** ("Company," "we," "our," "us"). By purchasing coaching sessions, assessments, group programs, or related services through our **Paperbell** site, you ("Client," "you," "your") agree to the following Terms & Conditions.

1. Services

We provide professional coaching, leadership development, group programs, and assessments (including EQ-i 2.0 and EQ-i 360). Coaching is a partnership designed to support your growth, but results depend on your effort and participation. We do not guarantee specific outcomes such as promotions, salary increases, or business results.

2. Booking & Payment

- All sessions and packages must be booked and paid for in full through Paperbell.
- Pricing is subject to change at any time. Your booking secures the rate in effect at the time of purchase.

3. Cancellations & Rescheduling

- Individual sessions may be rescheduled with at least **24 hours' notice**. Sessions canceled with less than 24 hours' notice will be forfeited.
- Group programs follow a fixed schedule. Missed sessions cannot be rescheduled or refunded, though materials may still be provided.
- Assessment packages (EQ-i 2.0, EQ-i 360) are non-refundable once the assessment code has been issued.

4. Refunds

- **All sales are final.** Refunds are not available except in cases of technical or administrative error on our part.
- If you are unable to complete a package due to unforeseen circumstances, we may, at our discretion, provide a credit toward future services.

5. Confidentiality

- Intake forms, assessment results, and coaching discussions are treated as confidential.
- Group sessions require mutual respect: participants are expected to keep shared information private.

- The only exceptions are where disclosure is required by law (e.g., risk of harm to self or others).

6. Intellectual Property

- All materials (guides, worksheets, videos, scripts, assessments) provided by DRIVE. remain the intellectual property of the Company.
- You may use them for your personal development only. Reproduction, distribution, or resale is not permitted without written consent.

7. Limitation of Liability

- Coaching is not therapy, counseling, or medical treatment.
- We are not liable for any direct, indirect, or consequential damages resulting from your use of our services.
- You agree to take full responsibility for your choices, actions, and results.

8. Governing Law

These Terms & Conditions are governed by the laws of the State of Texas, without regard to conflict of law principles.

9. Contact

For questions about these Terms & Conditions, contact us at:

 kristi@driveorgsolutions.com

 916.913.7483