
TERMS OF SALE OF ONLINE COACHING SESSIONS

1. Information About Us

- 1.1 Our Site, E2W Coaching and Counselling, is [owned and] operated by E2W Coaching & Counselling whose registered address is St Christopher's Court, Chorleywood, Hertfordshire and whose main trading address is St Christopher's Court, Chorleywood, Hertfordshire.

2. Contacting Us

- 2.1 If You wish to contact us with general questions, You may contact Us by telephone at 07377 156414, or by email at admin@e2wcoachingandcounselling.com, or by post at 14 St Christopher's Court, Lower Road, Chorleywood, Hertfordshire, WD3 5JZ.
- 2.2 For matters relating to cancellations, please contact Us by telephone at 07377 156414, or by email at admin@e2wcoachingandcounselling.com, or by post at 14 St Christopher's Court, Lower Road, Chorleywood, Hertfordshire, WD3 5JZ.

3. Pricing and Availability

- 3.1 We may from time to time change Our prices. We will inform You of any change in price at least 1 month before the change is due to take effect. If You do not agree to such a change, you may cancel the Contract.
- 3.2 We make all reasonable efforts to ensure that all prices shown on Our Site are correct at the time of going online.

4. Payment for Subscriptions

- 4.1 Payment for each Session must always be made in advance.
- 4.2 We accept the following methods of payment on Our Site:
- 4.2.1 Bank Transfer;

5. Cancelling Your Subscription

- 5.1 If You wish to exercise Your right to cancel. You may inform Us of Your cancellation in any way You wish. Cancellation by email or by post is effective from the date on which You send Us Your message. If You would prefer to contact Us directly to cancel, please use the following details:
- 5.1.1 Telephone: 07377 156414;
- 5.1.2 Email: talk2alison@e2wcoachingandcounselling.com
- 5.1.3 Post: 14 St Christopher's Court, Lower Road, Chorleywood, Hertfordshire, WD3 5JZ;
- in each case, providing Us with Your name, address, email address and telephone number.
- 5.2 [We may ask You why You have chosen to cancel and may use any answers You provide to improve Our content and services, however, please note that You are under no obligation to provide any details if You do not wish to.]
- 5.3 Refunds will be issued to You as soon as possible, and in any event within 14 calendar days of the day on which You inform Us that You wish to cancel.
- 5.4 Refunds will be made using the same payment method that You used.

6. Complaints and Feedback

We always welcome feedback from Our clients and, whilst We always use all reasonable endeavours to ensure that Your experience as a client of Ours is a positive one, We nevertheless want to hear from You if You have any cause for complaint.

7. If You wish to complain about any aspect of Your dealings with Us, please contact Us in one of the following ways:

[In writing, addressed to Alison Ann Shakespeare, Managing Director, 14 St Christopher's Court, Lower Road, Chorleywood, Hertfordshire, WD3 5JZ;]

[By email, addressed to Alison Ann Shakespeare, Managing Director at talk2alison@e2wcoachingandcounselling.com]

[By contacting Us by telephone on 07377 156414.

How We Use Your Personal Information (Data Protection)

We will only use Your personal data as set out in Our Privacy Notice available on our website.

Attachment

1. **Use of [the Zoom web-conferencing platform] OR [Microsoft Teams] to access [coaching][therapy] content (“the Content”) online**

We offer the Content online.

We use technology which allows Us to provide the Content provided that You have the appropriate technology (see below) to receive the Content. For this purpose, We use [the Zoom cloud-based web conferencing platform (“Zoom”)] **OR** [Microsoft Teams]].

2. **The technology that We will be responsible for providing**

We will subscribe to [Zoom] [Microsoft Teams] and will pay any necessary fees to [Zoom] [Microsoft Teams] to maintain that subscription. It will enable Us to act as “host” and to provide the Content to You over the internet via the [Zoom] [Microsoft Teams] facility.

To receive or participate in any of the sessions via [Zoom] [Microsoft Teams], You will need to join an online session. You will not need to pay any fee or charge to use the [Zoom] [Microsoft Teams] facility or join that session:

We do not provide any PC, laptop, tablet, mobile phone or other hardware (“Device”) or any [Zoom] [Microsoft Teams] App or other software for use on or with any Devices, nor any internet connection or service or other equipment or facilities necessary to enable You to use [Zoom].

3. **The technology and other items that You will be responsible for providing**

It will be Your sole responsibility to ensure that You have access to, and familiarity with all necessary technology so that You can receive and participate in the Content via [Zoom] [Microsoft Teams].

You will need to ensure that You have access to and use the following non-exhaustive list of facilities for this purpose:

- (a) An appropriate functioning Device which is adequately charged;
- (b) An up to date [Zoom] [Microsoft Teams] App where applicable. It will need to be downloaded to Your Device, and installed and working fully and correctly on Your Device, so that You can receive the Content;
- (c) Stable, reliable, internet access with adequate speed;
- (d) A safe location with a suitable quiet and comfortable environment in which to watch, listen, speak where appropriate, make notes, and otherwise to participate as necessary, without the presence of any other person to distract You or the [Coach][Therapist];
- (e) Where the Device on its own does not provide an adequate microphone and/or loudspeakers for the purpose of the session, external microphone and/or speakers as reasonably necessary; and
- (f) Notebook, pen, and any books or materials that You will need, as advised by Us. We do not supply or make available the [Zoom] [Microsoft Teams] platform that You use to access. We are not a party to Your download and use of that platform, and We will have no responsibility or liability to You in relation to it in any respect. It will be subject to and governed by such terms and conditions and privacy policy of [Zoom] [Microsoft Teams] as the third party provider of the platform to You imposes on such download and use.

4. **Scope of what We make available to access**

We do not, and cannot, assist You to obtain, set up, maintain, or operate any technology. If You need any assistance or advice about technology, You should seek it from an appropriate third party. We do not, and cannot, give You any advice about what technology is needed or how to use it.

We do not claim to have any expertise or skill in relation to any technology that You need or use for the purpose of receiving the Content. However, We may, if You request it, either before or during any session, and without charge, offer suggestions in good faith to resolve any problem with that technology that You report, but it will not be in the nature of advice to You. We do not therefore take on any responsibility or accept any liability to You if any such suggestion does not help You to resolve any problem.

5. **Scope of Our Content**

Our commitment, and amount of [coaching[therapy] needed: We agree to provide sessions for You at the agreed times and days. It is not possible to determine at the outset how much [coaching[therapy] You will require. [Where We consider it necessary or helpful, We will at the appropriate time recommend You to contact other professionals with a view to providing You with help supplementary to, or which suits Your needs better than, Our [coaching[therapy] services.]

Period of sessions: Where a session is a live two way interactive session, We will provide individual [coaching[therapy] for You for a session period of 1 hour.

[Trial session: Where You have not previously received any live two way interactive [coaching[therapy] from Us before, We may agree to provide a single live two way interactive session as a trial for a period of up to 45 minutes so that You can decide whether to continue with further sessions with Us.]

Your Progress: Whilst We will use Our reasonable endeavours to ensure that You make satisfactory progress, results will be different for each individual depending on various factors, including, without limitation, number and frequency of sessions, whether or not some or all of them are interactive (as opposed to one way recorded sessions), and any preparation, activity or other action undertaken by You which is prescribed or suggested by the [Coach][Therapist].

Satisfactory progress in relation to any particular problem, condition, issue or other circumstance (or resolution of it) cannot be guaranteed, and We make no warranty or representation that any particular progress or result will be brought about as a result of Our providing or You taking part in or viewing any session(s).

6 **Your commitment**

Attendance: If You are not available for a session for any reason it is solely Your responsibility to ensure that You give 48 hour notice.

Punctuality: We expect You to be ready for a session at least minutes before the scheduled start time of the session to ensure that You are ready to start on time.

Tasks, exercises etc for You to carry out: We [may][will usually] give You at the end of a session one or more tasks, exercises, actions or activities to carry out, and We will usually recommend that You should complete them prior to Your next session.

Satisfactory progress: progress is more likely to be achieved if, when You take part in any session, You complete any tasks, exercises, actions or activities previously prescribed or recommended by the [Coach][Therapist]. [If you require guidance in connection with any such tasks, exercises, actions or activities between sessions, We

are [usually] contactable by email/phone and [may be] able to provide some help remotely.]